

ICPO London, CIO

Supporting Irish People in Prison and their Families

Registered Charity Number: 1216571

Job Title: Traveller Equality Caseworker

Job Type: Full-time (35 hours per week)

Contract: Permanent, subject to continuation of funding

Location: Hybrid working with regular travel across England & Wales. Office located in London. Hybrid / flexible working arrangements may apply

Reporting to: ICPO London Operations Manager

Terms of Employment

- This is a full-time position (35 hours per week).
- The successful candidate will be employed on a permanent basis, subject to funding, which will include a 5-month probationary period.
- Salary will be commensurate with experience.
- Flexibility and a willingness to travel (including to prisons)

Job Purpose

Reporting to the ICPO Operations Manager, the primary role of the Caseworker will provide an advice, support and information service to Irish people in prison in England and Wales and to their families, with a particular specialist focus on Irish Travellers. Working as part of a small specialist team, the post-holder will manage a caseload of clients with complex needs, ensuring a trauma-informed, culturally sensitive, and rights-based approach at all times.

The role includes delivering targeted advocacy and equality-focused support to Irish Traveller prisoners and their families, recognising the specific barriers and discrimination they may face within the criminal justice system.

Key Responsibilities

Casework & Client Support

- Provide one-to-one casework support to Irish prisoners and their families, including assessment, care planning, and ongoing review.
- Manage a caseload of clients with complex needs, including Irish Traveller prisoners and their families, recognising specific cultural, literacy, educational and equality-related needs.

- Offer information, advocacy, and practical assistance around imprisonment, sentence progression, release planning, and resettlement.
- Deliver advocacy in response to referrals, including crisis intervention where required.
- Support families affected by imprisonment, recognising the emotional, social, cultural and financial impacts involved.
- Maintain regular contact with clients through prison visits, telephone, correspondence, and digital platforms where appropriate.

Outreach

- Promote equality of opportunity for Irish Travellers within the prison system, including access to education, rehabilitation and resettlement services.
- Advocate on issues impacting Irish Travellers in custody, including literacy, discrimination, cultural identity and access to services.
- Develop and maintain appropriate networks with organisations concerned with Irish Traveller rights and equality, including voluntary sector partners, community organisations and statutory bodies.
- Contribute to research, policy development and briefing papers on issues affecting Irish Travellers within the criminal justice system.
- Assist in delivering awareness-raising initiatives, presentations or resource development to improve understanding of Traveller needs among partner agencies.

Advocacy & Partnership Working

- Advocate on behalf of clients with prisons, probation services, the Irish Embassy, statutory bodies, voluntary agencies, and Irish support services.
- Develop and maintain effective working relationships with relevant agencies in England, Wales, and Ireland.
- Refer and signpost clients to appropriate services, including housing, welfare, health, and community supports.

Administration & Reporting

- Maintain accurate, timely, and confidential case records in line with GDPR and organisational policies.
- Contribute to monitoring, evaluation, and reporting requirements for funders and organisational governance.
- Assist with data collection and service impact reporting as required.

Safeguarding & Professional Practice

- Work in accordance with ICPO London's policies on safeguarding, confidentiality, equality, and health & safety.

- Identify and respond appropriately to safeguarding concerns, escalating in line with policy.
- Participate in supervision, training, and team meetings to support continuous professional development.

Ancillary Responsibilities

- Maintain effective communication and collaboration with ICPO Ireland regarding client cases and service coordination.
- Organise and support volunteer prison-visiting initiatives.
- Undertake other duties as reasonably required to meet organisational needs.

Person Specification

Essential

- A formal qualification in a relevant discipline, or significant relevant professional experience
- Excellent communication and interpersonal skills, with the ability to build trust with vulnerable clients
- Experience of working with marginalised or hard-to-reach communities in a respectful, culturally competent and anti-discriminatory manner
- Proven ability to manage a varied caseload and prioritise effectively in a small, busy organisation
- Understanding of confidentiality, professional boundaries, and safeguarding responsibilities
- Competent IT skills and experience maintaining accurate case records
- The ability to work independently and as part of a collaborative team
- A proactive approach to problem-solving and adaptability in a dynamic work environment
- Strong organisational and administrative skills to handle multiple responsibilities and meet deadlines
- The role will require an Enhanced DBS check and Enhanced prison vetting
- Right to work in the UK

Desirable

- Demonstrable knowledge and experience of the prison system in England and Wales, including an understanding of the impact of imprisonment on individuals and families, and the specific needs of Irish prisoners and their families.
- Knowledge of the specific needs and experiences of Irish Travellers, particularly within the criminal justice system.
- Willingness to travel and undertake prison visits across England and Wales.

- Experience of working directly with Irish Traveller or Gypsy communities.
- Knowledge of literacy and educational access issues affecting Travellers in custody.
- Knowledge of the Irish community in Britain, including cultural and migration-related factors relevant to service delivery.
- Understanding of the wider criminal justice landscape in England and Wales, including probation and resettlement frameworks.
- Experience working with people facing multiple disadvantage (e.g. mental health issues, substance use, homelessness).
- Have a commitment to social justice and equality.
- Full UK driving licence.