



Supporting refugees, asylum seekers & those with no recourse to public funds

Voices in Exile

Job Description: Generalist casework co-ordinator

Job Title:	Generalist casework co-ordinator
Responsible to:	Advice & casework manager (pending recruitment); Director
Status:	Part-time (0.8FTE/4 days pw) (possibility of f/t hours subject to funding)
Contract:	Permanent
Hours:	30 hours per week
Salary:	NJC incremental pay scale range pt. 18 (£29,269 FTE) – pt. 24 (£33,024 FTE)
Holiday entitlement:	25 days (plus public holidays) per year pro rata, with 1 additional day per year for every completed year of service up to a maximum of 30 days

Background:

Voices in Exile is a registered charity that works with refugees, asylum seekers and vulnerable migrants with no recourse to public funds in Brighton & Hove, East and West Sussex. We offer both practical and legal support including generalist advice and specialist immigration casework for those who would otherwise be unable to access justice. As part of our holistic approach we also advocate for, accompany and enable people to access services, connect with communities, and develop their own potential through a programme of learning and creative activities. We are working towards becoming an organisation better informed by lived experience. Post holders will form a key part of a small, committed team working to develop Voices' services and activities at a critical for the organisation.

Job purpose:

We are looking for someone for a demanding but rewarding and evolving role at Voices in Exile as a generalist adviser and casework co-ordinator who can manage a complex caseload and provide support to colleagues and casework volunteers. The postholder will be experienced, skilled and knowledgeable, with an essential interest in and experience of working with migrant and refugee clients with complex needs; and the post would suit someone with previous experience in the migration or advice sectors who is interested in working with a mixed caseload that includes needs around destitution, homelessness, immigration and NRPf issues. We actively welcome applications from those with lived and relevant experience – please see the job description and person specification below and attached.

The post holder will assess, prioritise and triage new enquiries and referrals and allocate cases as appropriate within the generalist team. You will also carry your own caseload and provide one-to-one generalist advice, casework and practical support to migrant and refugee clients on

issues including immigration status, housing & homelessness, welfare benefits, asylum support, community care and destitution; as well as signposting and referring to internal and external local services including support groups, wellbeing activities, digital inclusion, ESOL, training and employability.

You will oversee our phone and email advice provision and organise and take part in the weekly advice rota. You will administer our destitution hardship grants and liaise closely with our food bank staff in relation to destitute clients in need of food bank support. You will attend and participate in local migrant sector meetings and networks as appropriate and, along with all staff and volunteers, you will have responsibility for identifying and raising any safeguarding concerns. You will jointly oversee and supervise casework volunteers and provide support and advice to our current generalist caseworker where needed.

The advice & casework team supports clients holistically on a range of different matters and our core caseload includes refugees, asylum seekers, those with NRPF, complex EUSS cases, spousal visas and undocumented migrants. Many of those we work with are homeless or precariously housed, destitute, and/or struggling to access support through statutory services for mental health, housing, welfare benefits and children's services. The balance of time spent between different client groups and cases will need to be responsive to the ongoing demographic changes we see in the city and region, and the post holder will be expected to provide casework management and co-ordination of relevant services, liaising closely with other providers and with interpreters.

You will work as part of a small, supportive team that currently includes one other f/t generalist caseworker, one f/t immigration caseworker and a number of active casework support volunteers. The wider frontline staff team includes four refugee resettlement caseworkers; our group work facilitator; a skills & employability caseworker; an ESOL tutor; a food bank co-ordinator; and a volunteer co-ordinator.

Regular supervision and support and in-house and on-the-job training will be provided, as well as external training on specific issues where needed. However you will need to be ready to step immediately into a busy advice environment with the necessary confidence, skills and knowledge to begin to deliver advice and casework and take over an existing caseload.

On rare occasions you might be required to work out of hours where there are emergencies or if and when there are new arrivals in need of immediate support.

Postholders will need to have the right to work in the UK.

Hybrid working and what we're like to work for:

Post-Covid we have developed a flexible hybrid working model that encourages people to spend some of their time working from home and some from the office, depending on the operational needs of the post. For this post however we would expect you to spend most of

your working week in the office, certainly during the probationary period. Working from home and flexible working arrangements are negotiable and subject to regular review.

We can provide the kit (IT and phone) where needed to ensure that you can work from home safely and comfortably. We would expect you to have adequate working broadband and data allowance in place at no additional cost to Voices, but are willing to discuss this if it is a barrier for you.

We have a work culture that is friendly, welcoming and inclusive, and we take staff wellbeing seriously. Clinical supervision is available and strongly encouraged, and we make time for collective care and reflective peer support within our working hours. We are a learning organisation and are open to hearing about how we can do better. In the event of another outbreak of Covid or similar health risk, we have clear risk assessments, policies and procedures in place.

We are currently working towards delivery of our 2022-26 strategic plan, including looking at how we can work towards becoming an organisation better informed by lived experience, as well as how we can better address racial injustice and our own organisational biases. We hope that you will be willing to join us in this work.

Staff reporting to this post:

Volunteers

Key responsibilities:

- Manage incoming generalist advice enquiries and referrals and triage and allocate as needed;
- Support the generalist caseworker and provide supervision and support for casework volunteers, including technical oversight;
- Manage and participate in phone advice line and email advice rota;
- Provide one-to-one initial advice, ongoing casework and support to migrant and refugee clients in and beyond Brighton & Hove by phone, email, face-to-face and through a range of media like WhatsApp and Zoom;
- Co-ordinate services and provide clear and accurate signposting, referrals and active referrals where possible;
- Provide outreach and accompany clients as necessary to e.g. refuges & hostels, medical and therapeutic appointments, college enrolments etc.; or supervise volunteers to do so where appropriate;
- Develop and provide outreach advice services in partnership with other agencies, where capacity allows; and attend or set up multi-agency meetings where needed;
- Actively develop professional relationships and referral links with other advice agencies, law centres, solicitors and specialist services, and refer/signpost clients as appropriate;
- Manage own caseload, keeping clear, accurate and timely records of all work done using case management system AdvicePro and other internal recording systems;

- Together with other staff and managers, develop and maintain AdvicePro in line with agreed advice and casework outcomes for clients, and ensure that caseworkers and volunteers understand and use the case management system consistently, accurately and in a timely manner to capture essential data;
- Together with other staff and volunteers, share responsibility for identifying and raising safeguarding concerns; and ideally take on the role of safeguarding officer within the advice & casework team;
- Manage destitution hardship grants in line with internal recording processes;
- Assist in evidencing the impact of work done, including recording, monitoring and reporting against project targets, regular case studies and other information & reports as requested;
- Attend & contribute to relevant meetings & networks (virtual and actual), including liaison with local refugee and migrant community groups and networks;
- Attend regular team meetings & participate in other advice and staff team commitments and meetings as necessary;
- Participate fully in individual supervision, training, appraisal and collective care and wellbeing, including clinical supervision;
- Work with colleagues in Voices in Exile to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants;
- Carry out other duties as required.

Person specification:

A = Application form

I = Interview

Please read the guidance notes and address the relevant points in order in your application. Bear in mind that you can demonstrate how you meet these requirements using examples from paid employment, volunteering, lived experience or a combination of all these.

Person Specification	Essential/ Desirable	Assessment Method
Qualifications/level of experience		
1. A relevant qualification <i>or</i> lived or professional experience in one or more of the following areas: advice giving, social work, law, gender or migration studies or related field.	E	A
Experience		
2. Minimum 2 years' experience of providing advice, casework or similar support to migrants or other vulnerable/at risk clients in a frontline service or casework environment	E	A

3. Experience of advocating effectively and clearly on a client's behalf with statutory and other agencies	E	A+I
4. Experience of facilitating access to local services e.g. support groups, wellbeing services, ESOL, training and employability services	D	A+I
5. Experience of supporting individuals and families with complex needs and of working with people creatively to solve problems and manage conflict	E	A+I
6. Experience of working in the voluntary or community sector	D	A+I
7. Experience of interviewing clients sensitively, clearly and accurately to diagnose and prioritise client needs	E	A+I
8. Experience of safeguarding lead or officer role in another organisation	D	A+I
9. Lived experience of forced migration and/or of the UK immigration system	D	A+I
Knowledge		
10. Good up-to-date general knowledge of issues faced by refugees and migrants in the UK	E	A
11. Broad understanding of the immigration system and of barriers to access to justice for migrants in the UK	E	A+I
12. Good up-to-date working knowledge of access to services for migrants in the UK, and in Brighton and Hove in particular	D	A+I
13. Good up-to-date working knowledge of asylum support, NRPF and destitution issues, including NRPF homelessness	E	A+I
14. Good awareness of gender & LGBTQI issues and the intersection of these with other cultures and communities of identity	E	A+I
15. Good awareness of mental health and issues relating to trauma	E	A+I
16. Good awareness and understanding of current safeguarding law, policies and procedures	E	A+I
Skills		
17. Personal resilience and the ability to maintain clear professional boundaries and manage expectations	E	A+I
18. Ability to take initiative, work independently, plan and organise own work and meet deadlines	E	A+I
19. Ability to work as an effective team member	E	A+I
20. Ability to relate well and communicate clearly and respectfully with a diverse group of people, including the ability to work sensitively around gender, sexuality and cultural roles	E	A+I

21. High level of spoken and functional written English, and the ability to analyse complex written information and communicate it effectively	E	A+I
22. Ability to monitor and report against project targets & communicate effectively with funders & stakeholders	E	A+I
23. Ability to support and supervise generalist casework volunteers	E	A+I
24. Ability to work in partnership with interpreters	E	A+I
25. Ability to work competently with Microsoft Office ICT packages including Excel, and case management system AdvicePro; and to be administratively self-servicing	E	A+I
26. Ability to speak a language commonly used by our clients	D	A
Other		
27. Commitment to working with migrant and refugee clients	E	A+I
28. Commitment to ViE aims, values and ethos, including working in an inter-cultural, multi-faith environment	E	A+I
29. Commitment to maintaining client confidentiality and delivering a high-quality professional service	E	A+I