



Welsh Refugee Council Job Description

Job Title: Move On Caseworker

Report to: Head of Resettlement

Salary: £21,162 FTE (pro rata for 3 days is £12,697) & 5% pension

Location: We have a blended approach with office and home working. When working from the office this will be either be our **Cardiff or Newport office**

Hours: 21 hours per week - Part time post

Normal office hours are 9:00 to 5:00pm but this role may involve some agreed occasional out of hours' activity and very occasional working away from the office.

Benefits per annum for a full-time role:

- 25 days leave, increasing by 1 day per annum to a max of 30 days
- Up to 2 days paid volunteering leave
- Up to 3 days paid carers leave
- Up to 5 days paid study leave
- Access to company paid counselling support.
- Staff led Wellbeing Group; with activities such as fitness dancing, team building quiz events, yoga, and regular weekly Staff Room Chit Chats held virtually during Covid.

We are the Welsh Refugee Council

You will be joining us at an exciting time in our journey, helping us and the sector to support those who are forced to seek safety. With over 31 years' experience, we are trusted by the communities we serve and are seen as the lead organisation in Wales for asylum seekers and refugees. We have around 35 Staff working for us across 5 sites.

We are proud that during the Coronavirus pandemic we adapted our services and were able to grow our income significantly. None of our staff were furloughed and this is testament to the adaptability of our staff, the demand for our services and the inequalities that persist in society- that require amazing people to do something about it.

Purpose of the Post

This is a great time to join Welsh Refugee Council, we are currently increasing our capacity to handle the refugee crisis from Ukraine.

You will work as part of a small Move On Team, and your role would be to provide practical advice and support for refugees and people with other leave to remain in the UK. You will help people to access mainstream services on housing, financial assistance, and other move-on aspects to help their integration into the wider community.

As an Advice Caseworker you will work in partnership with service providers and key stakeholders to provide a holistic approach to meet clients housing needs; to support them in the move-on process; and to work with clients to consult with them to improve and develop the provision of services and to facilitate their integration.

You will have direct support from our experienced Head of Resettlement.

The ideal candidate will:

- Be committed, passionate and have the ability to engage with sanctuary seekers
- Will have knowledge of welfare benefits system, housing and mainstream services
- Experience of working with vulnerable groups

Major Duties and Responsibilities

- To provide advice and information on housing issues and the move on process to mainstream clients, refugee community organisations and service users.
- To offer direct and practical support to refugees in meeting their housing and welfare needs, helping them during the move on process, and giving support to them to assist with their integration.
- To advocate and make representations to mainstream service providers on behalf of service users. This may require some home visits to fulfil the required level of services.

- To negotiate with agencies, government departments, local authorities, immigration services, solicitors and other bodies in order to secure clients entitlements and/or access to services.
- To keep up-to-date with legislation and policy relevant to the post to ensure effectiveness and competence in delivering a high quality service.
- To provide refugees with information about RCOs and mainstream service providers and agencies who might assist with long term support, and integration.
- To assist refugees access mainstream services once they leave their Home Office accommodation
- To help in the completion of forms (such as welfare rights entitlements, applications and housing association registration forms).
- To facilitate interpretation as necessary (either directly or by arranging interpretation through others who are competent, registered with WRC and able to meet agreed standards).
- To record all activities on the organisation's database and to produce regular qualitative and quantitative reports on monthly, quarterly and annual basis and as requested.
- To participate in staff training and development, and staff supervision and appraisal, as agreed with line manager.
- To attend staff and other meetings and briefings as required.
- To carry out all duties in accordance with the principles of WRC confidentiality policy.
- To involve service users in the processes of monitoring, evaluating and developing the service by the means of feedback, consultation on individual basis or focus groups.

Please note this list is an outline of the work and is not exhaustive. An element of flexibility will be required to meet business and client needs.

Person Specification

When completing your application- please ensure you provide **examples** of how you meet the essential criteria listed below. You may also want to evidence or reference some of the desirable criteria.

Applicants that do not reference how they meet the essential criteria will not be invited to interview.

Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of direct service in housing and welfare to vulnerable groups including refugees and asylum seekers. • Demonstrable experience of practical support including representations to agencies on behalf of service users. • Experience and the ability to negotiate with service providers on behalf of service users. • Experience and understanding of the issues involved in the move-on process. • Experience in signposting and referring service users to specialist agencies and Refugee Community Organisations to meet their needs. 	<ul style="list-style-type: none"> • Lived experience as a Refugee to bring added insight to our understanding. • Experience of working with Asylum Seekers and Refugees. • Demonstrable experience of legislation relating to asylum seekers and refugees, and the ability to up-date own knowledge on a regular basis.
Knowledge	<ul style="list-style-type: none"> • A good understanding of the housing and welfare needs of refugees sufficient to be able to address their needs and provide appropriate services. 	<ul style="list-style-type: none"> • Knowledge of the UK Asylum determination procedures and of UK statutory and voluntary services concerned with refugees and asylum seekers.
Skills	<p>Communications</p> <ul style="list-style-type: none"> • Good written communication skills and analytical skills sufficient to produce reports as required internally and externally. • An understanding of the sensitivity of service delivery to clients with differing language, cultural and religious backgrounds and working 	<ul style="list-style-type: none"> • Able to speak a second community language- Ukrainian or Russian.

	<p>in multicultural environment.</p> <p>IT knowledge</p> <ul style="list-style-type: none"> • IT literate and appreciation of the potential for new technology. 	
Behaviors	<ul style="list-style-type: none"> • Motivation - to make change and push boundaries • Energy and compassion - to engage those forced to seek safety • The ability to work on own initiative without supervision and the ability to work as team member <p>Other</p> <ul style="list-style-type: none"> • Willingness to work flexible hours as required, to travel and to spend occasional nights away from home. 	

Diversity, Equity, and Inclusion

We welcome and particularly encourage individuals who identify as LGBTQi+, differently abled, women from ethnic minorities, people from various economic backgrounds and people with lived experiences.

If you have lived experience as a refugee, we highly recommend you get in touch with our Education and Employability Officer who will be able to schedule a phone call to discuss British style interviews Chris@wrc.wales.

Our approach to interviews is:

- ✓ We will ask questions about you- to understand your strengths.
- ✓ Our interview questions will be based around the Job Description and Person Specification.
- ✓ We will test key skills that are mentioned in the Job Spec.
- ✓ You will score higher- if you give us **examples** and explain what you did.
- ✓ You will receive the interview questions 1 hour before the interview- to provide reflection time.

Deadline for applications is Sunday 1st May 2022 at 5pm
Please submit your application to recruitment@wrc.wales

Applications received after this date, will not be accepted.

Please put the name of the job role in the subject heading of your email.

Invites for interview will be sent by email, and interviews will likely be held on Friday 6th May 2022