

**Welsh Refugee Council**

**Job Description**

**Job title:** NRPF Advice and Support Caseworker

**Report to:** Wales Sanctuary Service Manager

**Salary: £21,163 + 5% pension pro rata**

**Duration:** This post has two funders- one Fixed Term until 31st July 2023 (3 days) and the other 31st August 2024 (2 days)

**Hours:** 35 hours per week

**Location:**  Cardiff

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| **Annual benefits pro rata**  | * 27 days leave, increasing by 1 day per annum to a maximum of 30 days
* Up to 2 days paid volunteering leave
* Up to 3 days paid carers leave
* Up to 5 days paid study leave
* 5% pension
* Access to company paid counselling support.
* Staff led Wellbeing Group
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**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 32 years’ experience, we are trusted by the communities we serve and are seen as the lead organisation in Wales for sanctuary seekers and refugees.

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 our adaptability, 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

With Welsh Government funding, a consortium of organisations led by the Welsh Refugee Council are working together to deliver an *Wales Sanctuary Service* which will improve access to support services and advice for refugees, asylum seekers and migrants across Wales.

With additional funding from The Oak Foundation and Comic Relief this post will focus particular attention on asylum seekers that find themselves under the No Recourse to Public Funds (NRPF) restrictions.

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# Major duties and responsibilities

**Advice and support**

* To ensure that, at all times, clients are aware of what options are available to them and that they are empowered to pursue their chosen options and provided with the necessary assistance to access resources
* To help clients with the completion of forms
* To work in partnership with service providers and key stakeholders to provide a holistic approach to meet clients’ needs
* To undertake administrative tasks in relation to the above ensuring the capture of all client information and statistics
* 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).

**Working with stakeholders**

* + To negotiate with agencies, government departments, local authorities, immigration services, solicitors, and other bodies to secure clients’ entitlements and/or access to services.
	+ To advocate and make representations to mainstream service providers on behalf of clients

**Governance and reporting**

* + To record all activities on the organisation’s database in a timely manner.
	+ To produce regular qualitative and quantitative reports on monthly, quarterly, and annual basis and as requested.
	+ 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.

**Development**

* + 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 participate in staff meetings, training and development, supervisions and appraisal.

# Flexibility

To deliver a service, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Therefore, the post holder is required to be flexible and co-operative in carrying out other reasonable duties and responsibilities. On occasion, the post holder may be required to provide cover in one of the other Welsh Refugee Council offices: this may involve overnight stays away from home.

# Equal opportunities

The Welsh Refugee Council is committed to equality of opportunity in recruitment, the workplace and service delivery. The post holder is expected to follow Welsh Refugee Council’s Equal Opportunities Policy.

**Person Specification**

When completing your application- please ensure you provide **examples** of how you meet the essential criteria listed below. Do not use sweeping statements such as ‘I can take initiative’, explain by way of examples what you did and how.

You may also want to evidence or reference some of the desirable criteria.

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

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| **Criteria** | **Essential requirements of the post** | **Desirable** |
| **Education &****Training** | * All relevant experience will be considered (be it paid or voluntary, full, or part-time, in the UK or overseas).
* Good fluency in English, verbal and written
 | * Ability to speak a community language.
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| **Job Experience****& Skills** | Experience of: • 12 months’ caseworker experience advising vulnerable groups, in particular, people seeking asylum and people with refugee status• Working knowledge and understanding of the NRPF conditions and how it relates to asylum seekers• Experience of working with BAME communities • An understanding of the sensitivity of service delivery to clients with differing language, cultural and religious backgrounds and working in a multicultural environment• Ability to provide information and advice efficiently and sensitively to clients• Experience of and the ability to negotiate and work in partnership with service providers, both statutory and non-statutory, on behalf of clientsAbility to work as part of a team including with interpreters and volunteersUnderstanding* An understanding of the issues involved in the Asylum process.
* Knowledge and understanding of the asylum process in the UK, issues affecting people seeking asylum and people with refugee status and of local refugee and asylum seeker provision in Wales
* An excellent understanding of the welfare needs of Sanctuary Seekers sufficient to be able to address their needs and provide appropriate services.
* Knowledge of the UK Asylum determination procedures and of UK statutory and voluntary services concerned with refugees and asylum seekers.

**Communication** * + Good written communication skills and analytical skills sufficient to produce reports as required internally and externally.
	+ Effectively communicate across cultures; making an effort to learn and understand non-verbal cultural norms.
	+ Excellent spoken and written communication skills, sufficient to provide advice in English, and to advocate and negotiate on behalf of clients
	+ Ability to absorb complex written and oral information
 | * Lived experience as a Refugee.
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| **Criteria** | **Essential Requirements of the Post** | **Desirable** |
| **Quality** | **Professional** * + Knowledge and understanding of equal opportunity and diversity issues.
	+ An understanding of the principles of confidentiality and impartiality.

• Knowledge of child protection and safeguarding issues and procedures**IT knowledge** * Ability to be administratively self-sufficient, including working knowledge of IT packages such as Microsoft Office, Word and Excel, and basic IT competence.
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| **Behaviours** | **Organised** * + Well organised with ability to work under pressure and prioritise workload.
	+ The ability to work on own initiative without supervision and the ability to work as team member.

**Value driven*** + A demonstrable commitment in creating conditions of safety, justice and dignity for refugees and sanctuary seekers.

**Flexibility** * + The ability and willingness to travel with occasional overnight stay away from home.
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**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 you with reflection time.

**Deadline for applications is 8 December 2022**

**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 19th December 2022**