



## Welsh Refugee Council Job Description & Person Specification

**Job title:** Ukraine Advice Caseworker

**Report to:** Ukraine Manager

**Salary:** £21,162 FTE (pro rata for 2.5 days is £10,581) & 5% pension

**Location:** We have a blended approach with office and home working. When working from the office this will be based at PISC Office. The Address is Eagles Meadow - Shopping Centre LL13 8DG, Wrexham, Smithfield Road.

**Hours:** 17.5 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:**

- ✓ 27 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, Mindfulness and Yoga.

### **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 asylum seekers and refugees. We have around 35 Staff working for us across 5 sites.

### **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 Ukraine Team, and your role would be to provide practical advice and support for Ukrainian refugees. You will help people to access mainstream services on housing, financial assistance, employment, education, and other move-on aspects to help their integration into the wider community in Wales.

As an Advice Caseworker you will work in partnership with service providers and key stakeholders to provide a holistic approach to meet client's needs. You will support clients

with the move-on process; and to work with them to improve and develop the provision of services and to facilitate integration.

You will have direct support from our experienced Ukraine Manager.

The ideal candidate will:

- Be committed, passionate and can engage with Ukrainians.
- Have knowledge of welfare benefits system, housing, and mainstream services
- Have knowledge of good practices with communications to increase engagement
- Experience of working with vulnerable groups.

## Major Duties and Responsibilities

### Client support

- To provide advice and information on housing issues and the move on process to Ukrainian clients and other stakeholders.
- To offer direct and practical support to Ukrainian 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.
- To negotiate with agencies, government departments, local authorities, immigration services, solicitors, and other bodies 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 assist Ukrainian refugees access mainstream services once they leave their 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).

### Supporting accurate data recording

- To record all activities on our organisation's database and to produce regular qualitative and quantitative reports on monthly, quarterly, and annual basis and as requested.

### Development

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

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

### 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](mailto: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.

## **How to apply?**

Please complete our Application Form. Please note CVs will not be accepted.

**Deadline for applications: Friday 10<sup>th</sup> March 2023 at 10am**

**Please submit your application to [recruitment@wrc.wales](mailto: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 Tuesday 14<sup>th</sup> March**