

**Welsh Refugee Council**

**Job Description**

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| **Job title:** | Senior NRPF Caseworker |
| **Report to:** | Wales Sanctuary and Services Programme and Partnership Manager |
| **Salary** | £25K -£28K depending on OISC level. A person with OISC experience at L3 would start at £28K. |
| **Duration** | Fixed term ending 31 March 2026 |
| **Hours** | 35 hours per week    Normal office hours are 9:00 to 5:00pm with 1 hr for lunch. This role may involve some agreed occasional out-of-hours activity and very occasional working from other WRC offices. |
| **Location:** | Main bases are Cardiff and Newport offices. (all-Wales post) Working from home offered 1 day pw. |
| **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. |

**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 33 years’ experience, we are trusted by the communities we serve and are seen as the lead organisation in Wales for sanctuary seekers and refugees.

**Purpose of the post**

This role is funded by Comic Relief and the Oak Foundation and dovetails into our wider [asylum and refugee services](https://wrc.wales/what-we-do/).

The role will work closely with our Welsh Government funded Sanctuary Services Partnership (Asylum Justice, Tros Gynnal Plant, Bawso, EYST), and Move on Service for newly granted refugees.

You will work with a small team of staff and volunteers across Wales to deliver against our Strategy.

The ideal candidate will:

* Be able to work under pressure, to tight deadlines, and able to adapt priorities.
* Have excellent verbal and written skills- able to engage and ensure key points are communicated for maximum affect.
* Be able to work with our Wales Sanctuary Services Team and partner organisations and to meet stakeholder’ needs.
* Have knowledge of good practices with communications to increase engagement.
* Have the aptitude to provide effective advice and support to Welsh Refugee Council’s NRPF clients, in particular asylum-seeking women, vulnerable adults and, as appropriate, to advocate on their behalf.
* Be able to identify at early and latter stages of the asylum process the vulnerabilities that would impact on the asylum claims and provide suitable legal support and advice in liaison with immigration and legal advisors. This is a skilled role as the worker will need to build up ongoing relationships with the clients.
* Have a good understanding of the challenges clients with NRPF face and how these impacts on their mental health and behaviour.

## Major Duties and Responsibilities

**Advice and support**

* To provide direct legal advice and assistance to Welsh Refugee Council’s NRPF clients and, as appropriate, to advocate on their behalf as part of the Advice and Support Team throughout the different stages of support systems during the asylum process.
* To ensure that NRPF clients receive quality legal representation and to build a rapport with legal representatives.
* To facilitate interpretation as necessary (either directly or by arranging interpretation through others who are competent, registered and able to meet agreed standards).
* To obtain or assist in obtaining the necessary reports to support and enhance the credibility of the asylum claims (whether medical reports, country reports, expert reports, or psychological reports etc.)
* To assist in writing and submitting Pre Action-Protocols (PAP) for Judicial Review of a body’s failure to act in relation to the exercise of a public function.
* To assist with Asylum Support Appeals and make referrals to the Asylum Support Appeals Project for representation at the Tribunal hearing
* To assist in appealing against decisions of the “Merit Test – CW4” to the Legal Service Commission when legal/immigration advisors stop representation on that ground; and to refer for further legal representation as and when needed.
* To undertake administrative tasks in relation to the above ensuring the capture of client information and statistics.
* To ensure that at all times clients are aware of what options are available to them and that they are empowered to pursue chosen options and assisted to access resources.
* To work under the supervision of OISC level 3 caseworker or an immigration solicitor.
* Ensuring any Safeguarding concerns are raised with the Safeguarding Leads and all information and action logged accurately.

**Working with Stakeholders**

* 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 in order to secure clients entitlements and/or access services.
* To work in partnership with service providers and key stakeholders to provide a holistic approach to meet service users’ needs.
* To attend external and internal meetings relevant to the service, as agreed with the Manager.

**Governance and reporting**

* To record all activities on the organisations database in an accurate and 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, development, supervisions and appraisals, as agreed with the line manager.
* Identify other areas of development and opportunities for gaining additional skills/knowledge.

**General**

* To carry out all duties in accordance with the principles of the WRC’s Confidentiality Policy and within agreed norms of impartiality and boundaries
* To carry out the job in accordance with the aims, core values and appropriate procedures of WRC
* To abide by and to work to WRC’s Equal Opportunities Policy always.

**Flexibility**

To deliver the service, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. This job specification will be subject to periodic review with the post holder to ensure that it accurately reflects the duties of the job.

There will be a need for occasional travel across Wales including overnight stays as appropriate. Time in Lieu will be given for this.

**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 evidence how they meet the essential criteria will not be invited to interview.**

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| **Quality** | **Essential Requirements** | **Desirable requirements** |
| Education &  Training | * Good standard of education, with report writing experience. * Knowledge of child protection and safeguarding issues and procedures * Proven aptitude to achieve qualifications of a high standard. * OISC L2 or able to complete the exam within 6 months of being in post. Please see the exam paper [examples here.](https://www.gov.uk/government/publications/immigration-assessment-level-2-oisc) |  |
| Job Experience  & Skills | **Project management Casework**   * 12 months’ caseworker experience advising vulnerable groups, in particular, people seeking asylum and/or 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 clients * Ability to work as part of a team including with interpreters and volunteers.   **Knowledge**   * Relevant legislation, policy and practice and its impacts on people seeking sanctuary in Wales. * Understanding of the refugee and broader voluntary sector in Wales. * Effectively communicate across cultures; making an effort to learn and understand non-verbal cultural norms.   **Communication**   * Excellent verbal 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, analysis information and write reports that engage. * Well organised with ability to work under pressure, priorities workloads and meet targets/deadlines.   **IT Knowledge**   * Ability to be administratively self-sufficient, including working knowledge of IT packages and basic IT competence. | * Lived experience of the asylum system and resettlement in the UK * Able to speak a community language |
| Personal  behaviors | **Values**   * A demonstrable commitment to creating conditions of safety, justice and dignity for refugees and sanctuary seekers. |  |

**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 Lead 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 you with reflection time.

**How to apply?**

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

**Deadline for applications: 12pm on Friday 20th October 2023**

**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 send by email, and interviews will be held on Tuesday 31st October 2023**