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**Welsh Refugee Council**

**Job Description**

**Job Title:** **Advice and Support caseworker**

**Report to:** Move on Service Manager

**Salary** £11,998.pa + 5% pension

**Duration** Fixed Term ending March 2025

**Hours** 18 hours per week (3 days a week)

**Location:** Main base is the Wrexham office

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| **Annual benefits pro rata**: | * 27 days leave (pro-rata), 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. * Employee Assistance Programme: Health and wellbeing support |

**We are the Welsh Refugee Council**

Recently named WCVA 2023 Organisation of the Year, we have been delivering urgent services to sanctuary seekers for more than 34 years. Founded by and for refugees and sanctuary seekers, we are the leading refugee organisation in Wales, supporting some of the most vulnerable people in society—individuals and families who have made long, dangerous journeys to escape war, persecution, torture, or violence.

Each year we help over 3,800 sanctuary seekers and refugees to build new futures through specialist advice, support, resettlement activities, and advocacy services. We support sanctuary seekers and refugees at the most critical points of their lives, and we empower them to have their voices heard.

Our services include advice navigating the complex UK asylum system, referrals to other organisations, support for those entering via the Global, Afghan and Syrian resettlement pathways, help accessing housing and services after a successful asylum claim, volunteering placements, education and employment support, English and Welsh language training, and supervised playgroups for families.

We also advocate on behalf of sanctuary seekers with Welsh Government and the media, using our research and frontline experience to raise awareness of issues and barriers facing people in the system and lobbying for legislative reform and increased investment.

You can read our latest work on [our website](file:///C:/Users/andrea.cleaver/Welsh%20Refugee%20Council/Senior%20Management%20Team%20-%20Documents/3.%20Resources%20Directorate/Recruitment/5.%20JOB%20Roles_%20descriptions%20+Recruitment/Head%20of%20Comunications%20and%20Engagement/Home%20-%20Welsh%20Refugee%20Council%20(wrc.wales)), [news pages](https://wrc.wales/news/), and social media [](https://www.facebook.com/welshrefcouncil/)

We love improving and we have committed to the following quality marks:**A logo for a company

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**Purpose of the Post**

Welsh Government has an existing contract with a Welsh Refugee Council-led consortium of third sector organisations to deliver advice and advocacy services to sanctuary seekers and newly granted refugees in Wales.

The ideal candidate will:

* To provide effective advice and support to newly granted refugee clients, and, as appropriate, to advocate on their behalf.
* 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.
* Able to support and contribute towards the development of the move on project in widening dispersal area and to meet stakeholder’ needs.
* Have knowledge of good practices with communications to increase engagement.

## Major Duties and Responsibilities

The Welsh Refugee Council (WRC) provides practical advice and support for refugees and people with other leave to remain in the UK. That is in the form of assisting to access mainstream services on housing, benefits, and other move-on aspects to help their integration into the wider community in cluster areas – Cardiff, Newport, Swansea, Wrexham and other local authorities in Wales.

1. To provide advice and information on the move on process and housing issues to mainstream service providers, and service users.
2. To offer direct and practical support to newly granted 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 work.
3. To represent Welsh Refugee Council Wrexham, by attending meetings and working with partner organizations in Wrexham.
4. 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.
5. To keep up to date with legislation and policy relevant to the post to ensure effectiveness and competence in delivering a high-quality service.
6. To provide refugees with information about mainstream service providers and agencies who might assist with long term support, and integration.
7. To assist refugees access mainstream services once they leave their home Office accommodation.
8. To help in the completion of forms (such as welfare rights entitlements, applications, and housing registration forms).
9. 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).
10. 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.
11. To participate in staff training and development, staff supervision and appraisal, as agreed with line manager.
12. To attend staff and other meetings and briefings as required.
13. To carry out all duties in accordance with the principles of WRC confidentiality policy.
14. 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.
15. To support and work closely with the triage team to ensure full, timely and quality service delivery.
16. To follow our safeguarding policy and work closely with our safeguarding lead & office.

Please note this list is not exhaustive and may adapt in line with strategic goals.

## Flexibility

In order 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 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. (In the UK or overseas). * Knowledge of child protection and safeguarding issues and procedures | * OISC L1 or complete the exam within 6 months of training course. |
| Job Experience  & Skills | **Experience**   * 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 to meet their needs. * Demonstrable experience of legislation relating to asylum seekers and refugees, and the ability to up-date own knowledge on a regular basis.   **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, write reports and case studies.   **Professional**   * + Knowledge and understanding of equal opportunity and diversity issues.   + An understanding of the principles of confidentiality and impartiality.   **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 equal opportunities, diversity, and human rights. |  |

Recruitment

**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 Team at [employment@wrc.wales](mailto:employment@wrc.wales). They will be able to schedule a Job Application Advice or Job Interview Advice session to help you prepare for British style interviews.

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.

**Disability Confident Scheme**  
We run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.  
  
Disability Confident employers offer an interview to a fair and proportionate number of disabled applicants that meet 75% of our essential criteria set out in the job description. To be considered for an interview under DCS you must have:

* A physical or mental impairment which has a substantial and long term (over 12 months) adverse effect on your ability to carry out normal day to day activities; or a long-term health condition; and
* Demonstrated that you meet all the minimum qualifying criteria set out in the advertisement for the post at the application and testing stages.

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We welcome and particularly encourage individuals who identify as LGBTQI+, differently abled, women from ethnic minorities, people from various economic backgrounds and

**How to apply?**

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

**Deadline for applications: Friday 14 June 2024, 12 pm.**

**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 interviews will be sent by email, and interviews will be held on Tuesday 25 June 2024.**