



Welsh Refugee Council Job Description

Job title:	Senior NRPF Caseworker
Report to:	Wales Sanctuary and Services Programme and Partnership Manager
Salary	£26,000
Duration	Maternity cover to 31 March 2026 with the possibility of extension (Secondments welcome)
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).
Annual benefits pro rata:	<ul style="list-style-type: none">- 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 35 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 the Oak Foundation and dovetails into our wider [asylum and refugee services](#).

The role will work closely with our Welsh Government funded Wales Sanctuary Services (Asylum Justice, Tros Gynnal Plant, Bawso, EYST and DPIA), Play Project, Volunteer Coordinator 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 build and maintain relationships 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 engagement the vulnerabilities that would impact on clients 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 clients, partner staff and referral agencies.
- ✓ 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 support 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 to bodies such as Social Services, NHS and the Home Office.
- 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 paperwork and reports to understand the credibility of the asylum claims including developing a chronology of the casework to date to share with legal representatives
- 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.
- 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 to represent our NRPF work, as agreed with their Line 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, or 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 support WRC's aim to become accredited at IAA L2 & 3 in the future.
- 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.

Quality	Essential Requirements	Desirable requirements
Qualifications & Experience	<ul style="list-style-type: none">• Knowledge or experience of immigration/asylum systems, this could include legal knowledge, previous casework, or IAA accreditation.• Experience supporting vulnerable people, particularly people seeking asylum, refugees, or people from Black, Asian and minoritised ethnic communities.• Experience of using excellent verbal and written communication skills to advocate for people, negotiating or influencing other organisations to support your clients.	<ul style="list-style-type: none">• Law degree or other legal qualification• Lived experience of migration to the UK• Current DBS certificate
Skills & Knowledge	Skills <ul style="list-style-type: none">• Ability to give clear, sensitive advice both in writing and in person, including across language or cultural barriers, and when using interpreters• Strong organisational skills and able to manage your time, meet deadlines, and respond to changing priorities.• Team working skills, including working with interpreters, volunteers and external partners.	<ul style="list-style-type: none">• Ability to speak a community language

	<ul style="list-style-type: none"> • Good IT and admin skills and comfortable using email, Word, and databases. <p>Knowledge</p> <ul style="list-style-type: none"> • Understanding of safeguarding, especially when working with children and vulnerable adults. • Good knowledge of the challenges facing migrants in Wales, including the No Recourse to Public Funds (NRPF) condition, support systems, and the role of voluntary organisations. 	
Personal attributes	<ul style="list-style-type: none"> • A demonstrable commitment to WRC values and 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 Manager who will be able to schedule a phone call to discuss British style interviews patience@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: Friday 29 August, 9:00

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.

Invitations for interviews will be sent by email, and interviews will likely be held on 10 and 11 of September.