



Welsh Refugee Council Job Description

Job title:	Advice and Support Caseworker
Report to:	Widening of Dispersal Manager
Salary:	£23,796 per annum pro rata
Hours:	Please see specific job role below for employment hours
Duration:	Fixed term until end of March 2026
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 - 5% pension - Access to company paid counselling support - Staff led Wellbeing Group

We are recruiting for the following **two positions**, each with varying hours and locations.
Please state in your application form which role(s) you would like to be considered for:

- PT (3 days/21 hours) based in Carmarthenshire with travel to Pembrokeshire and Ceredigion
- PT (3 days/18 hours) based in Blaenau Gwent with travel to South Powys

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

With Welsh Government funding, a consortium of organisations led by the Welsh Refugee Council are working together to deliver the *Wales Sanctuary Service and the Move on project* which will improve access to support services and advice for Sanctuary Seekers and Refugees across Wales. This is a role that delivers in person and remote assistance to clients across several Local Authorities in Wales.

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 provide advice and assistance with completions of forms and referral and sign posting to Local Authorities and local organisations.
- To offer direct and practical support to sanctuary seekers and newly granted refugees in meeting their housing and welfare needs, helping them during the asylum and move on process.
- 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.
- To raise any safeguarding concerns to the Safeguarding Lead/Officers by following the safeguarding policy and procedures.

Governance and reporting

- To record all activities on the organisation's database in a timely manner.
- To produce qualitative and quantitative reports 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. **All relevant experience will be considered (be it paid or voluntary, full, or part-time, in the UK or overseas).**

Criteria	Essential requirements of the post	Desirable
Communication skills	• Excellent spoken communication skills, sufficient to provide advice in English, and to advocate and negotiate on behalf of clients. • Can effectively communicate across cultures; making an effort to learn and understand non-verbal cultural norms.	• Ability to speak a community language.
Job Experience & Skills	Experience: • Advising vulnerable groups, in particular, people from Black, Asian and Minority Ethnic communities. Skills: • Current driving licence and access to a vehicle. • The ability to negotiate and work in teams and in partnership with service providers, both statutory and non-statutory, on behalf of clients. • Ability to be administratively self-sufficient, including working knowledge of IT packages such as Microsoft Office, Word and	• Current DBS certificate • Lived experience as a Refugee. • Direct service in housing and welfare to vulnerable groups including refugees and asylum seekers.

	Excel, and basic IT competence. Knowledge: • Knowledge of the local region including transport links, referral organisations and of local refugee and asylum seeker provision in Wales. • Knowledge of the UK Asylum determination procedures and of UK statutory and voluntary services concerned with Sanctuary Seekers • Knowledge of child protection and safeguarding issues and procedures	
Qualities	Professionalism: • An understanding of the principles of confidentiality, impartiality, and of boundaries and how to maintain them. Values driven: • A demonstrable commitment to Welsh Refugee Council's values • A demonstrable commitment to equal opportunity and diversity issues.	
Behaviours	Organisation: • Well organised with ability to work both under own initiative without supervision and as part of a team. Flexibility: • The ability to adapt to changing priorities, new legislation and crises.	

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. 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.

How to apply:

Please download our application form and submit your completed application to recruitment@wrc.wales. Please put the name and location of the job role in the subject heading of your email.

Application deadline: 6 October 2025, 10:00

Assessment date: Interviews are likely to take place on **20 October 2025** at our Cardiff office.