



Welsh Refugee Council

Job Description & Person Specification

Job Title	Triage officer
Report to	Single Advice Fund Project
Salary	£24,497 per annum FTE, pro rata
Duration	Fixed term until 31 March 2027
Hours	28 hours per week
Location	Main base Newport office. Also expected to provide cover at other WRC offices when necessary.
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 related to role. ✓ 5% pension. ✓ Wellbeing: Access to company paid counselling support and cash back plan healthcare ✓ Enhanced maternity pay.

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

You will work with amazing like-minded people who strive to make a difference every day, and challenge hostile practices that limit people's potential.

We are an award-winning charity, check out our films by clicking [here](#) and [here](#).

You can read our latest work on [our website](#), [news pages](#), and social media   

We love improving and we have committed to the following quality marks:



Purpose of the post

To provide a professional, welcoming and responsive first point of contact for clients accessing WRC services. This includes welcoming clients, creating new Inform records, maintaining accurate and up-to-date client information, and responding to telephone, email and face-to-face enquiries. The post holder will assess clients' needs, arrange appointments, support drop-in clients, and ensure clients are referred to the most appropriate service or organisation.

The ideal candidate will be:

- ✓ Passionate about supporting refugees, and people seeking sanctuary.
- ✓ Have excellent communication and interpersonal skills, with the ability to build positive relationships with clients and colleagues.
- ✓ Organised, proactive, and able to manage a busy workload while using their own initiative.
- ✓ Demonstrate empathy, emotional intelligence, and resilience when working with vulnerable people.
- ✓ Committed to delivering high-quality, person-centred services while upholding safeguarding, equality, diversity, and confidentiality standards.

Major duties and responsibilities

Client services

1. Handle daily phone inquiries from service users and external agencies via our dedicated freephone helpline and online service, ensuring access for those in remote areas.
2. Accurately capture client and external agency data for monthly and quarterly reporting to funders.
3. Report any incidents or safeguarding concerns and log them in the system.
4. Allocate cases to caseworkers based on planned structures, balancing workloads (e.g., scheduled and emergency appointments).
5. Work with managers to handle difficult situations, such as distressed or abusive clients.
6. Identifies urgent or high-risk needs and escalates appropriately.

Conflict management

- To report to the Line Manager or Duty Manager or intervene in cases where a client is being either verbally or physically aggressive towards staff, volunteers, visitors or other clients. In certain circumstances, to ensure the safe removal of clients who are deemed to be verbally or physically aggressive.

General

- Assist in the reception area, this will involve creating and updating Inform account.
- Follow Triage and Inform recording procedures.
- To participate in fire safety, including testing of the fire alarms. 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.

Development

- To participate in staff meetings, training and development, supervisions and appraisal.

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. Therefore, the post holder is required to be flexible and co-operative in carrying out other reasonable duties and responsibilities.

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.

When writing your examples, candidates that follow the STAR method, describing the Situation, Task, Action, Result tend to score higher- see guidance here [The STAR method | National Careers Service](#)

Applicants that do not evidence the essential criteria will not be invited to interview.

Quality	Essential requirements	Desirable requirements
Education & training	• Good standard of education. (In the UK or overseas).	Knowledge of child protection and safeguarding issues.
Job experience & skills	Experience Experience of providing high-quality frontline advice, information, triage or customer service to vulnerable individuals, including refugees, asylum seekers, migrants or other people with complex support needs. Communication • Good verbal and written skills, sufficient to provide information in	• Lived experience of the asylum system or resettlement in the UK, or of volunteering or working in migration/refugee sector.

	English, and to advice 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	Able to speak a community language
Conflict Management Skills	• Experience of handling difficult situations and using deescalation techniques to reduce conflict or aggressive behaviours. • Ability to remain calm in an emergency and /or if faced with threatening behaviour.	
Personal Qualities	• Able to work independently and use own initiative. • Emotionally intelligent, adaptable, and able to build positive working relationships.	

Diversity, Equity, and Inclusion

We welcome and particularly encourage individuals who identify as LGBTQ+, 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 who will be able to schedule a phone call to discuss British style interviews employment@services.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.

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.

Safer Recruitment

The Welsh Refugee Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We follow robust safer recruitment practices, and all roles are subject to appropriate screening, including references and Disclosure and Barring Service (DBS) checks where applicable.

How to apply?

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

Please submit your application to recruitment@wrc.wales

Please put the name of the job role in the subject heading of your email.

Application deadline: 9 September, 9:00 Applications received after this date will not be accepted.

Invites for interviews will be sent by email. **Interviews will likely be held on 22 & 23 September 2026** at our **Cardiff Office**.

For further information about what to expect from our recruitment process, please read [our recruitment commitments](#).