



Welsh Refugee Council

Job Description & Person Specification

Job title	Advice and Support Caseworker (Single Advice Fund & Voluntary Returns Service)
Report to	Single Advice Fund Project Manager
Salary	£24,985 per annum FTE, pro rata to hrs worked.
Duration	Fixed term until 31 March 2027 (with the possibility of extension)
Hours	28 hours
Working Pattern	4 days per week (2 days allocated to Single Advice Fund delivery and 2 days allocated to Voluntary Returns Service delivery)
Location	Cardiff and Newport offices.
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 relating to role ✓ 5% pension ✓ Wellbeing: Access to company paid counselling support and cash k plan for 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



Registered with
**FUNDRAISING
REGULATOR**



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

Purpose of the post

This integrated role combines delivery of the Welsh Government-funded Single Advice Fund (SAF) service and the Home Office-funded Voluntary Returns Service (VRS), ensuring refugees, asylum seekers and other migrant communities receive holistic, person-centred advice, support and information tailored to their individual circumstances.

The postholder will support clients to understand their rights, entitlements and available options regarding social welfare matters, whilst also facilitating access to accurate, impartial and informed information about voluntary return pathways where appropriate. Working within a trauma-informed, culturally responsive and strengths-based framework, the role will empower clients to make informed decisions about their future whilst maintaining dignity, and choice.

The postholder will provide practical advice, advocacy, casework and referral support across a range of areas including housing, welfare benefits, debt, employment, education, discrimination and wider social welfare issues. They will also facilitate trusted conversations regarding voluntary return options, ensuring any decision made by a client is entirely voluntary and free from pressure or coercion.

By working collaboratively with internal programmes, statutory agencies, local authorities and community partners, the postholder will contribute to Welsh Refugee Council's commitment to delivering integrated, inclusive and accessible services that promote wellbeing, independence and positive outcomes for people seeking sanctuary in Wales.

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 clients.
- ✓ Have knowledge of good practices with communications to increase engagement.
- ✓ Have the aptitude to provide effective advice and support to Welsh Refugee Council's clients, in particular asylum-seeking women, vulnerable adults and, as appropriate, to refer them for additional support.
- ✓ Be able to identify at early and latter stages of engagement any vulnerabilities that would impact on 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, information and casework

- Provide high-quality, culturally sensitive and trauma-informed advice, guidance and practical support to refugees, asylum seekers and other migrant communities.
- Support clients with social welfare issues including housing, welfare benefits, debt, employment, education and discrimination.
- Ensure clients understand their rights, responsibilities, entitlements and available pathways so they can make informed decisions.
- Provide accurate, impartial information regarding voluntary return pathways and support clients who choose to pursue a return application.
- Support the completion of applications, forms and associated documentation relating to both SAF and VRS services.
- Advocate on behalf of clients where required, including preparing correspondence, negotiating with agencies and liaising with statutory and voluntary services.
- Facilitate referrals and signposting to appropriate specialist services.
- Support clients beyond the initial refugee move-on period and those facing barriers linked to immigration status, NRPF conditions, discrimination or vulnerability.
- Arrange interpretation services where required and ensure effective communication with clients.

Governance and reporting

- To record all activities on our client 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 actively seek and amplify the voices of people with lived experience, ensuring their feedback and perspectives inform service design, evaluation and continuous improvement

Safeguarding

- To raise any safeguarding concerns to the Safeguarding Lead/Officers by following the Safeguarding Policy and Procedures.
- Work collaboratively with other caseworkers, community organisations, local authorities and stakeholders to ensure clients can access wider support that promotes wellbeing, social inclusion and dignity.

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

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

- In order to meet the requirements of the grant application and grant agreement a level of flexibility is required and may require you to take on other duties in line with your job title that are not listed above.

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
Education & training	• Good standard of education. (In the UK or overseas).	• IAA L1 Asylum and Protection
Knowledge and experience	• 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. • Knowledge of child protection and safeguarding issues and procedures • Experience supporting vulnerable people, particularly people seeking sanctuary, refugees, asylum seekers and other migrants"	• Current DBS certificate • Lived experience as a Refugee. • Experience managing a caseload and maintaining accurate records.
Skills and abilities	• Ability to give clear, sensitive advice both in writing and in person, including across language or cultural barriers, and when using interpreters • Ability to work in a trauma-informed, strengths-based and culturally responsive manner	• Ability to speak a community language. • Driving licence and access to a vehicle.

	• 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. • Good IT and admin skills and comfortable using email, Word, and databases.	
Personal attributes	• An understanding of the principles of confidentiality, impartiality, and of boundaries and how to maintain them. • A demonstrable commitment to Welsh Refugee Council's values, including to equal opportunity and diversity issues.	

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](#).