



Welsh Refugee Council Job Description & Person Specification

Job title	Widening of Dispersal & Voluntary Returns Caseworker
Report to	Ukraine and Widening of Dispersal Manager
Salary	£24,985 FTE
Duration	Fixed term until the 31 March 2027 (with the possibility of extension)
Hours	1 FT Role - 35 hours per week
Location	Wrexham, Flintshire, and Denbighshire.
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 - Access to company paid counselling support. - Staff cash back plan for healthcare

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.

As a key partner in delivering Wales' vision as a Nation of Sanctuary, we are committed to ensuring that people seeking sanctuary are treated with dignity, respect and compassion. We work to uphold human rights, promote inclusion, and ensure individuals are empowered to make informed decisions about their future."

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 improve access to support services and advice for Sanctuary Seekers and Refugees across Wales. This role delivers in person and remote assistance to clients across

Local Authorities in Wales, in partnership with local resettlement teams and other stakeholders.

This role is also part-funded by the Home Office and dovetails into our wider [asylum and refugee services](#).

The role supports individuals to explore the full range of options available to them following a decision.

The Voluntary Returns portion of the role, aims to avoid destitution following a negative decision, once they become Appeal Rights Exhausted and there is no possibility to pursue a Fresh Claim. This part of the role is designed to help those with No Recourse to Public Funds to make informed decisions based on their personal circumstances, aspirations, and rights. Through person-centred, trauma-informed advice and support, the postholder will help ensure that clients have:

- Increased awareness of the Asylum Protection process, Asylum Support, and increased access to local and specialist support services.
- Increased awareness of the Move On process and access to mainstream services following a positive decision.
- Increased awareness of the voluntary return pathways that may be available to them.
- Increased access to trusted, informed, and non-judgemental conversations about voluntary return.

Any conversations about return will be led by the individual and grounded in principles of dignity, autonomy, understanding, and informed choice. The purpose of the VRS Project is not to encourage or promote return, but to ensure that individuals have access to accurate information and trusted support so they can make decisions that are right for them.

Any decision to pursue a return pathway must be entirely voluntary. The role will support informed decision-making free from pressure, coercion, or undue influence, recognising each person's agency, rights, and unique circumstances.

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 and support

- To provide in-person and remote, culturally sensitive and trauma-informed support, recognising the impact of displacement, uncertainty and previous experiences on wellbeing and decision-making.
- 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, during their asylum journey, with access to the support available. To ensure clients are aware of their options post-decision and guide them towards appropriate support following both positive and negative decisions. To provide access to destitution support for NRPF clients, and where it might mitigate harm, provide them with the necessary assistance to submit a VRS application.
- To provide advice and assistance with completion of forms and sign posting to Local Authorities and other local organisations where necessary.
- To work in partnership with Wales Sanctuary Service, Move On and Single Advice Service colleagues to provide a holistic approach to meet clients' needs around housing, financial support and wellbeing.
- 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.

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	Secondary school completion	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" - Understanding of the principles and ambitions of Wales as a Nation of Sanctuary and their application within service delivery.	- Current DBS certificate - Lived experience as a Refugee.
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 - 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.	- Ability to speak a community language. Preference will be given to those who can speak languages from the following countries: - India - Brazil - Pakistan - Turkey - Iraq - Colombia - China - Vietnam - Nigeria

	• Good IT and admin skills and comfortable using email, Word, and databases. • Current driving licence and access to a vehicle. OR an ability to travel proficiently on public transport. • The ability to negotiate and work in teams and in partnership with service providers, both statutory and non-statutory, on behalf of clients.	
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 • A demonstrable commitment 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.

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: 2 October 2026, 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 14 October 2026 - online.**

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