



Supporting refugees, asylum seekers &
those with no recourse to public funds

Voices in Exile

Job Description

Job Title:	Vulnerable Persons Resettlement Programme: Project Caseworker
Responsible to:	Director
Status:	0.8 FTE (4 days)
Contract:	12-month fixed-term contract with the possibility of extension (subject to funding)
Hours:	30 hours per week
Salary:	NJC scale point 28 (£26,317 pro rata)
Holiday entitlement:	24 days per annum pro rata, with 1 additional day per annum for every completed year of service up to a maximum of 6 additional days.

Background:

Voices in Exile is a registered charity that works with refugees, asylum seekers and vulnerable migrants with no recourse to public funds in Sussex and Surrey. We offer both practical and legal support including generalist advice and specialist immigration casework for those who would otherwise be unable to access justice. As part of our holistic approach we also advocate for, accompany and enable people to access services, build community, and develop their own potential through a programme of learning and creative activities. We are based in spacious premises in Kempton, Brighton, and post holders will form a key part of a small, committed team working to develop Voices' services and activities over the next year.

Job purpose:

The post holder will co-ordinate services for and provide dedicated one-to-one reception and integration support to new and recently arrived families resettled in Brighton & Hove under the Vulnerable Persons Resettlement programme. The project aims to make families feel welcome; to meet their need for practical services, information and support; and to help them understand their rights and achieve their own goals in relation to integration in the UK.

Currently we support 16 Syrian families (35 adults and 29 children), all of whom have additional vulnerabilities including health and mental health difficulties, and who are in their first, second year or third year of the government's 5-year resettlement plan. The support package we offer includes welcoming new arrivals; ensuring that accommodation is adequately furnished and supplied in advance; advising on and assisting with set-up of household utilities, GP registration, school enrolment, access to ESOL classes etc; providing inductions to and guidance on budgeting; setting up new benefit claims and resolving any benefit issues; accessing employment and local services; co-ordinating multi-agency meetings; establishing support and integration plans with clear milestones, regular reviews and end dates; and providing casework support as needed within the agreed project remit. Many of our clients have complex health needs and the post holder will be expected to provide casework management and co-ordination of services, liaising closely with other providers and with interpreters.

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OISC registration number: N201800021

The post holder may be required to work out of hours where there are emergencies or when there are new arrivals within the area during the initial period.

The post holder will need to be able to step immediately into a busy advice environment with the necessary confidence, skills and knowledge to deliver specialist advice, casework and support with minimal supervision, working both from our premises in Brighton and in families' homes, and accompanying them to appointments and to other services as needed.

Staff reporting to this post:

Volunteers

Key responsibilities:

- Provide dedicated one-to-one reception and integration support to new and recently arrived families resettled in Brighton & Hove under the Vulnerable Persons Resettlement programme, in line with current service specification;
- Provide outreach and accompany clients as necessary to e.g. refuges & hostels, medical and therapeutic appointments, etc.; or supervise volunteers to do so where appropriate;
- Develop working partnerships with other key agencies and attend or set up multi-agency meetings where needed;
- Co-ordinate services and provide clear and accurate signposting, referrals and active referrals where possible and appropriate;
- Manage own caseload, keeping clear, accurate and timely records of all work done;
- Put in place clear support and integration plans for each household and individual, with regular reviews, follow-up casework and monitoring of progress toward independence;
- Assist in evidencing the impact of work done, including recording, monitoring and reporting against project targets and internal and external requirements (from e.g. BHCC and the Home Office);
- Manage and supervise volunteers as needed;
- Attend & contribute to relevant fora & networks (virtual and actual) as necessary;
- Liaise with local refugee & migrant community groups and networks;
- Attend regular team meetings & participate in other advice and staff team commitments and meetings as necessary;
- Participate fully in individual supervision, training and appraisal;
- Work with colleagues in Voices in Exile to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants;
- Carry out other duties as required.

(Please address the relevant points in order)

A = Application form

I = Interview

Person Specification	Essential or Desirable	Assessment Method
Education and qualifications		
1. A relevant degree or masters-level qualification, or comparable equivalent experience, in one of the following disciplines: advice giving (NVQ IAG level 3), social work, law, gender or migration studies or related field.	E	A
Experience		
2. Minimum 2 years' experience of providing advice & casework in a relevant area (e.g. adult or children's services, welfare benefits, housing & homelessness, community care)	E	A
3. Strong experience of statutory multi-agency working and safeguarding procedures	E	A + I
4. Experience of supporting individuals and families with complex needs	E	A + I
5. Experience of supporting people to navigate the benefits system	D	A
6. Experience of working in the voluntary or community sector	D	A
Knowledge		
7. Good up-to-date working knowledge of access to services for migrants in the UK	E	A
8. Good up-to-date working knowledge of housing and welfare benefits legislation, policy & services	E	A + I
9. Good up-to-date knowledge of services available to migrants in Brighton & Hove	D	A + I
10. Good general knowledge of issues faced by refugees and migrants in the UK	E	A + I
11. Good awareness of gender, LGBTI issues, and the intersection of these with other cultures and communities of identity	E	A + I
Skills		
12. Ability to step into pressurised advice environment and take on drop-in advice and follow-up casework with minimal supervision	E	I
	E	I

13. Ability to interview clients sensitively and clearly and accurately to diagnose and prioritise client needs, including conducting in-depth needs assessments	E	I
14. Ability to work creatively with clients facing seemingly intractable issues, to problem solve and manage conflict	E	I
15. Personal resilience and the ability to maintain clear professional boundaries and manage expectations	E	I
16. Ability to work creatively with families and individuals towards independence	E	I
17. Ability to work sensitively around gender and cultural roles	E	A + I
18. Ability to plan and organise own work and meet deadlines	E	A + I
19. Ability to work as an effective team member	E	A + I
20. Ability effectively to manage and supervise volunteers		
21. Ability to relate well and communicate clearly and respectfully with a diverse group of people, and to work in partnership with interpreters	E	A
22. High level of spoken and written English and the ability to analyse complex written information and communicate it effectively	E	A
23. Ability to monitor and report against project targets & communicate effectively with funders & stakeholders	E	A
24. Ability to work competently with Microsoft Office ICT packages including case management databases and Excel; and to be administratively self-servicing	D	A
25. Ability to speak Arabic or another community language		
Other		
26. Commitment to working with vulnerable migrant and refugee clients	E	I
27. Commitment to working in an inter-cultural, multi-faith environment	E	I
28. Commitment to ViE aims, values and ethos	E	I
29. Commitment to maintaining client confidentiality and delivering a high-quality professional service	E	I