



Voices in Exile

Job Description

Generalist advice caseworker

Job Title:	Generalist advice caseworker
Responsible to:	Generalist advice manager; Director
Status:	Part-time (0.8FTE/4 days pw)
Contract:	Permanent
Hours:	30 hours per week
Salary:	Starting at £30,559FTE with annual increment up to £34,314 pro rata – pay review due during contract period
Holiday entitlement:	25 days per annum pro rata, with 1 additional day per annum for every completed year of service up to a maximum of 30 days
Place of work:	Hybrid, with a minimum of 3 days per week based in our offices in Kemptown

Background:

Voices in Exile is a registered charity that works with refugees, asylum seekers and vulnerable migrants with no recourse to public funds in Brighton & Hove, East and West Sussex. We offer both practical and legal support including generalist advice, support to people on resettlement programmes 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 working towards becoming an organisation better informed by lived experience. Post holders will form a key part of a committed team working to develop Voices' services and activities.

Job purpose:

We are seeking a committed and compassionate individual for a demanding but rewarding role as a Generalist advice caseworker at Voices in Exile. This is a dynamic position that requires a flexible, skilled, and empathetic practitioner with a strong interest in and experience of working with vulnerable individuals, particularly migrants, refugees and people seeking asylum, many of whom present with complex needs.

The post holder will provide one-to-one generalist advice, casework and practical support to migrant and refugee clients on issues including immigration status, housing & homelessness, welfare benefits, asylum support, community care;

destitution; learning & skills development; and will provide help to access local services including support groups, wellbeing activities, digital inclusion, ESOL, training and employability.

Clinical supervision is offered to all frontline staff and casework managers.

Staff reporting to this post:

Volunteers

Key responsibilities:

- Provide one-to-one initial advice and support to migrant and refugee clients in and beyond Brighton & Hove by phone, email, face-to-face and through a range of media like WhatsApp and Zoom;
- Provide thorough follow-up casework and support where appropriate;
- Co-ordinate services and provide clear and accurate signposting, referrals and active referrals where possible;
- Provide outreach advice and drop-in sessions around the city and accompany clients as necessary to e.g. refuges & hostels, medical and therapeutic appointments, college enrolments etc.;
- Develop and provide outreach advice services in partnership with other agencies, and attend or set up multi-agency meetings where needed;
- Actively develop professional relationships and referral links with other advice agencies, law centres, solicitors and specialist services, and refer/signpost clients as appropriate;
- Manage own caseload, keeping clear, accurate and timely records of all work done using case management system AdvicePro and other internal recording systems;
- Assist in evidencing the impact of work done, including recording, monitoring and reporting against project targets, regular case studies and other information & reports as requested;
- Attend & contribute to relevant fora & networks (virtual and actual), including liaison with local refugee and migrant community groups and networks, as necessary;
- Attend regular team meetings & participate in other advice and staff team commitments and meetings as necessary;
- Participate fully in individual supervision, training, appraisal and collective care and wellbeing;
- 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;
- Manage and supervise volunteers, including volunteer mentors, as needed;
- Carry out other duties as required.

Person Specification:

Qualifications/level of experience	
1. A relevant qualification or lived or professional experience in one or more of the following areas: advice giving, social work, law, gender or migration studies or related field.	E
Experience	
2. Minimum 1 year's experience of providing advice, casework or similar support to migrants or other vulnerable/at risk clients in a frontline service or casework environment	E
3. Experience of supporting people to navigate the benefits system, including actively making and following up benefit applications on clients' behalf	E
4. Experience of supporting people who are homeless, advocating for secure and suitable accommodation, including those who have NRPF. Up-to-date knowledge of housing policy and legislation.	E
5. Experience of advocating effectively and clearly on a client's behalf with statutory services and other agencies	E
6. Experience of facilitating access to local services e.g. support groups, wellbeing services, ESOL, training and employability services. Good up-to-date working knowledge of access to services for migrants in the UK, in Brighton and Hove in particular	E
7. Experience of supporting individuals and families with complex needs and of working with people creatively to solve problems and manage conflict	E
8. Experience of working in the voluntary or community sector	E
9. Experience of interviewing clients sensitively, clearly and accurately to diagnose and prioritise client needs	E
Knowledge	
10. Good general knowledge of issues faced by refugees and migrants in the UK	E
11. Good understanding of the immigration system and of barriers to access to justice for migrants in the UK	E
12. Good up-to-date working knowledge of NRPF and destitution issues, including NRPF homelessness	D

13. Good awareness of gender & LGBTQI issues and the intersection of these with other cultures and communities of identity	E
14. Good awareness of mental health and issues relating to trauma	D
15. Good awareness and understanding of current safeguarding law, policies and procedures	E
Skills	
16. Personal resilience and the ability to maintain clear professional boundaries and manage expectations	E
17. Ability to plan and organise own work and meet deadlines	E
18. Ability to work as an effective team member	E
19. Ability to relate well and communicate clearly and respectfully with a diverse group of people, including the ability to work sensitively around gender, sexuality and cultural roles	E
20. High level of spoken and functional written English, and the ability to analyse complex written information and communicate it effectively	E
21. Ability to train, support and supervise volunteer team members	D
22. Ability to work with clients in partnership with interpreters	E
23. Ability to work competently with Microsoft Office ICT packages including case management systems and Excel	E
24. Ability to speak Arabic or another community language	D
Other	
25. Commitment to ViE aims, values and ethos, including working in an inter-cultural, multi-faith environment	E
26. Lived experience relevant to our client group	D
27. Right to work in the UK	E