



**Voices in Exile**

## **Job Description: Resettlement Casework Coordinator**

Responsible to:	Resettlement Manager; Director
Contract:	Permanent
Hours:	28-35 hours pw (negotiable)
Salary:	Starting at £32,597 FTE (NJC spine point 20) with an annual increment each April (following completion of 12 months' continuous service) up to SP 24 (£35,412), and a further pay review in April 2026
Holiday:	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
Hybrid working:	We offer hybrid working and flexibility as far as possible within the operational needs of the service. We envisage that for this post you would need to be in the office at least 50% of your hours per week.
Support:	Clinical supervision and group reflective practice is offered to all frontline staff and casework managers.

### **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 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 small, committed team working to develop Voices' services and activities.

Voices has held the contract for resettlement work in the city since 2016, and we are contracted by Brighton and Hove City Council to continue this work until at least the end of September 2027.

*'Service provision from ViE has been excellent and has been adaptable and flexible to the ever and sudden evolvement of new government resettlement programmes, starting with the VPRS, then the UK resettlement scheme and the recent ARAP and ACRS.'*

**Brighton & Hove Equalities, Community Safety & Human Rights Committee**

*October 2023*

**Job purpose:**

We are looking for someone for a demanding but rewarding role at Voices in Exile as a Resettlement Casework Co-ordinator. The resettlement team consists of 3 other caseworkers, a Welcome Groups facilitator, an ESOL & Employability tutor, an ESOL & Employability Co-ordinator, two ESOL class parental support staff and a manager. You will also be part of our wider team alongside staff and volunteers working in our immigration, generalist advice, food bank and volunteering services and activities.

The successful candidate will be flexible and organised, with an eye for detail and the ability to switch between tasks rapidly as needed. You will need to have an interest in, and experience of, working with vulnerable clients with complex needs, and particularly with migrant and refugee clients. The post might suit someone from a support work background who is interested in broadening and deepening their practice within the migrant sector; or a generalist or immigration adviser who is interested in focussing on resettlement and integration support. We actively welcome applications from those with lived and relevant experience – please see the job description and person specification.

We are currently working with Brighton & Hove City Council to provide casework, employability and ESOL support to help Afghan families arriving in Brighton & Hove under the ARP scheme settle in the city. This post will also provide appropriate support to families resettled in Brighton & Hove under any future resettlement schemes.

These government-funded programmes aim 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. The support package offered over the 2 years we are contracted to work with resettlement clients includes welcoming new arrivals; ensuring that accommodation is adequately furnished and supplied in advance (which may involve some basic DIY such as assembling flatpack furniture); advising on, and assisting with, set-up of household utilities, GP registration, school enrolment, access to ESOL classes etc; providing guidance on budgeting; setting up new benefit claims and ensuring that any benefit issues are dealt with by the appropriate person; accessing employment and local services; co-ordinating multi-agency meetings; creating resettlement plans for each person on the scheme with clear milestones, regular reviews and end dates; and providing casework support as needed within the remit of our local authority contract.

As the Resettlement Casework Co-ordinator, you will work closely with the caseworkers to support best practice, high quality client outcomes, volunteer supervision and accurate monitoring and reporting across the team, while line management of caseworkers lies with the Resettlement Manager.

Regular supervision and training will be provided, as well as external training on specific issues where needed. However, you will need to be ready to step immediately into a busy casework environment with the necessary confidence, skills and knowledge to deliver the service and co-ordinate colleagues.

Postholders will need to have the right to work in the UK.

## **What we're like to work for:**

We aim to be as flexible as possible about working arrangements within the limits of safety, team cohesion and operational need, but you will be expected to be mainly based in our offices in Kemptown. You would also be expected to attend some home and outreach visits (both in and beyond the city) in line with our current risk assessments; and for this role may also be spending some time at properties preparing them for occupancy. This post will involve regular lone working.

We have a work culture that is friendly, welcoming and inclusive, and we take staff wellbeing seriously. Clinical supervision is available and we make time for collective care and peer support within our working hours. We undertake, and respond to, annual staff surveys.

## **Client feedback:**

*'I remember meeting the Voices in Exile caseworker at the airport, and she was so friendly and the flat was looking really nice. When we arrived, we had food prepared and this was really nice, they had lots of nappies and toys. Settling in the house, when we moved in, we had everything we needed. They made sure we didn't need anything, and all our needs were met.'*

*'We had no idea about the life in Brighton or United Kingdom when we first arrived. VIE has helped me for the last two years to learn all the services in the city.'*

*'I feel lucky and confident, and VIE support speeded up my integration in Brighton and the UK. Even my registration to ESOL course helped me get better in listening and speaking. I have no hesitation if I go on trainings or do my own job application as I was informed by VIE where to approach and how to apply.'*

## **Staff reporting to this post:**

Volunteers

## **Job description/key responsibilities**

### **Casework:**

- Provide reception and integration support to recently arrived resettled families in Brighton & Hove under any of the current and new resettlement schemes;
- Work within our current BHCC service specification with regular reviews, follow-up casework and monitoring of progress toward independence;
- Plan, coordinate, shop and organise deliveries for the furnishing of houses for new arrivals, including moving and unpacking boxes, building furniture, moving small items of furniture, loading and unloading;
- Liaise closely with the ESOL & employability caseworkers and the groups facilitator to ensure that individual resettlement plans are completed holistically, internal referral procedures are followed, and clients are supported to access these services;
- Provide clear and accurate signposting and referrals;
- Provide outreach and help people navigate the city after arrival, accompanying clients to, e.g. medical and therapeutic appointments, college enrolments,

introduction to new services etc; and supervise volunteers to do so where appropriate;

- Attend or set up multi-agency meetings where needed;
- Actively develop professional relationships and referral links with statutory and voluntary services and other advice agencies 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;
- Follow carefully and consistently the financial procedures in place for spending on service recipients and claiming your own expenses;
- 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, including liaison with local refugee and migrant community groups and networks, as appropriate;
- 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 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.

### **Co-ordination:**

- Support the resettlement caseworkers in best practice, meaningful outcomes for clients, volunteer supervision and accurate monitoring and reporting;
- Lead in collating high quality welcome documents, resources and signposting information for clients, disseminating to caseworkers and maintaining an up-to-date overview of these;
- Minute the fortnightly Resettlement team meetings;
- Set up newly referred cases on Advicepro ready for caseworkers to use;
- Support the manager with ensuring Advicepro cases are accurately maintained and all required fields are populated by caseworkers;
- Liaise with caseworkers to keep the client database up-to-date;
- Ensure resettlement plans and ESOL assessments are completed on schedule and communicated to the ESOL and Employability tutors to ensure client support and inclusion.

### **Person specification**

*A = will be assessed from your application form*

*I = will be assessed at interview*

*E = essential: you must meet this requirement to be shortlisted for the post*

*D = desirable: you do not need to meet this requirement to be shortlisted, but you will score more highly and have a higher chance of succeeding in your application if you do.*

**Please bear in mind that you can demonstrate how you meet these requirements using examples from paid employment, volunteering, lived experience or a combination of all these.**

*Please address the relevant points in order as far as you can. You can group together similar points if easier.*

Person specification		Essential / desirable	Assessment method
<b>Qualifications/level of experience</b>			
1	A relevant qualification <b>or</b> experience in one or more of the following areas: advice giving, social work, law, gender or migration studies or related field.	E	A
<b>Experience</b>			
2	Minimum 1 year's experience of providing advice, casework or similar support to migrants and/or vulnerable individuals and families with complex need	E	A
3	Experience of supporting people to navigate the benefits system, including actively making and following up benefit applications on clients' behalf	D	A+I
4	Experience of facilitating access to local services e.g. support groups, wellbeing services, ESOL, training and employability services	D	A+I
5	Experience of interviewing clients sensitively, clearly and accurately to diagnose and prioritise client needs	E	A+I
6	Experience of working within safeguarding law and guidance and of identifying and responding appropriately to safeguarding concerns	D	A+I
7	Experience of working in the voluntary or community sector	D	A+I
8	Lived experience of the UK immigration system	D	A+I
<b>Knowledge &amp; awareness</b>			
9	Good general knowledge of issues faced by refugees and migrants in the UK	D	A+I
10	Good up-to-date working knowledge of access to services for migrants in the UK, and in Brighton and Hove in particular	D	A+I
11	Good up-to-date working knowledge of housing and welfare benefits legislation, policy & services	D	A+I
12	Good awareness of gender & LGBTQI issues and the intersection of these with other cultures and communities of identity	E	A+I

13	Good awareness of mental health and issues relating to trauma	E	A+I
<b>Skills, abilities &amp; qualities</b>			
14	Personal resilience and the ability to maintain clear professional boundaries and manage expectations	E	A+I
15	Ability to plan and organise own work and meet deadlines	E	A+I
16	Ability to work as an effective team member	E	A+I
17	Commitment to maintaining client confidentiality and delivering a high-quality professional service	E	A+I
18	Strong communication and networking skills and the ability to relate well and communicate clearly and respectfully with a diverse range of people and organisations	E	A+I
19	Ability to work with people creatively towards independence and to problem-solve and manage conflict	E	A+I
20	Ability to advocate effectively and clearly on a client's behalf with statutory and other agencies	E	A+I
21	High level of spoken and functional written English and the ability to analyse complex written information and communicate it effectively	E	A+I
22	Ability to monitor and report against project targets & communicate effectively with funders & stakeholders	D	A+I
23	Experience of training, supporting and supervising volunteer team members	D	A+I
24	Experience of working in partnership with interpreters	D	A+I
25	Ability to work competently with Microsoft Office (Excel, Teams and Word) and case management systems and to be administratively self-servicing	E	A+I
26	Physical ability to prepare and furnish houses, e.g. ability to move and lift items safely, load and unload transport, build flat pack furniture etc.	D	A+I
27	Ability independently to travel between locations.	E	A+I
28	An aptitude for understanding systems and identifying where improvements can be made.	D	A+I
29	Car owner and/or ability & willingness to drive (petrol allowance provided) – alternative reasonable methods of travel also considered	D	A
30	Ability to speak Arabic, Dari, Pashto or another relevant community language	D	A
<b>Other</b>			
31	Commitment to ViE aims, values and ethos, including working with migrant and refugee clients in an inter-cultural, multi-faith environment	E	A+I
32	Willingness and ability to work out of hours occasionally to respond to client emergencies and new arrivals (TOIL policy in place to compensate for this)	D	A+I