



## JOB DESCRIPTION

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<b>Job Title:</b>	Refugee Caseworker
<b>Directorate:</b>	West London & West of England
<b>Location:</b>	West London, including Shepherd's Bush and Earl's Court
<b>Reporting to:</b>	Horn of Africa Health & Wellbeing Project Coordinator
<b>Responsible for:</b>	Volunteers and contribute to student placement support

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### PURPOSE OF THE JOB

The Horn of Africa Health and Wellbeing Project advises and supports people from refugee communities in West London, who are experiencing difficulties in accessing the services, support and opportunities required to meet their immediate needs and rebuild their lives. The project is funded by the Big Lottery's Reaching Communities Fund.

The purpose of the role is to provide a holistic casework service for refugees and asylum seekers in West London, working closely with volunteers, the project Coordinator, the Peer Skills Development Worker, other St Mungo's teams and external organisations. The service will provide information, advice, support and advocacy to assist individuals to overcome or avoid homelessness and destitution, to reach health and wellbeing goals, and to improve their skills and life chances.

To design and facilitate group sessions to enable clients to learn about options and entitlements.

To recruit, train and supervise volunteers to assist with casework and client support, with the support of the coordinator.

This role will require some regular evening work.

### KEY RESPONSIBILITIES

- To carry out holistic needs assessments, and prepare personal support/ action plans, working in partnership with other services and agencies, and offer advice, information, advocacy, signposting and support.
- To carry a caseload of clients, ensuring that case plans focus on independence and integration; that plans are implemented, case reviews are carried out, and up to date; and accurate case records are maintained.
- To deal with the immediate support needs of all clients as appropriate, providing crisis intervention

where necessary.

- To provide, or ensure clients have access to, specialist advice on housing, health, welfare benefit claims, immigration advice and other issues as necessary, and to keep abreast of and apply current legislation. To advocate for clients' access to services, challenging inequalities.
- To identify housing opportunities for clients and develop effective working relationships and referral pathways (for example with private rented sector providers, housing associations, hosting schemes and local authorities).
- To be responsible for developing, promoting, facilitating and evaluating group training sessions focusing on overcoming homelessness, becoming financially resilient and being better informed about health, in a variety of locations.
- To promote best practice regarding working with refugees and other migrants, and deliver a sensitive, confidential and appropriate service.
- To work with colleagues, volunteers and clients to identify new areas of need for the service and investigate ways of meeting needs (e.g. outreach services to other projects, seeking external referral routes, liaison with and promotion to external agencies).

### **Volunteer management**

- To play a key role in the recruitment, induction, training and ongoing support of volunteers to assist with service delivery.

### **Administrative duties**

- To maintain a high standard of record keeping and correspondence.
- To consistently meet local targets for the service, producing written and oral reports and case studies as requested, and to contribute to problem solving, reviewing, developing and improving the service.
- Proactively contribute to building a bank of information and resources relevant to the client group.
- To participate in the development of promotional and appropriate training materials.

### **Outreach and external partners**

- To participate in service delivery outreach activities.
- To contribute to, and develop, an effective network of partners to enhance service delivery and provide a varied and extensive range of opportunities for services users.

### **Other**

- To work the usual working hours of this post will be 9.30 – 17.30, with one day per week (currently Monday) working 13:00 – 21:00.

### **GENERAL**

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.

- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

## **PERSON SPECIFICATION**

### **Refugee Caseworker**

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**Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.**

#### **ESSENTIAL REQUIREMENTS**

##### **Experience**

1. Experience of case management of, and advocating for, refugees, asylum seekers and vulnerable migrants (assessing needs, and developing and delivering on action plans in cooperation and partnership).
2. Working knowledge of accessing UK mainstream services, including accommodation, health services, welfare benefits and community services.
3. Recruiting, training and supporting volunteers to deliver services to clients.

##### **Skills, knowledge and abilities**

4. Good spoken and written English, sufficient to provide advice, advocate and negotiate on behalf of clients.
5. An ability to source authoritative information, including of UK housing law, as relevant to individuals accessing the service.
6. An ability to develop, deliver and evaluate training and/ or group workshops.
7. An ability to plan, manage and prioritise own workload and deliver on targets.
8. Good organisational skills and an ability to work well as part of a small team.
9. Ability to write clear and accessible reports and other literatures that are tailored to the audience.
10. Ability and willingness to work flexible hours and in varying locations in order to meet the needs of the client group.
11. Ability to work competently with IT applications, including Office.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work hours outside of usual office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
<b>Interacting and Influencing</b>	<input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
<b>Understanding and Doing</b>	<input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
<b>Involving and Including</b>	<input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.
<b>Managing and Empowering (for managers only)</b>	<input type="checkbox"/> Builds a high performing team <input type="checkbox"/> Provides staff with clear direction and support <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team <input type="checkbox"/> Manages the operational aspects of their function efficiently <input type="checkbox"/> Implements plans, strategies and services effectively <input type="checkbox"/> Actively contributes to service growth