

## Job description and person specification

Casework Coordinator – Refugee Support			
<b>Salary band</b>	2b	<b>Job reference number</b>	
<b>Area/department</b>	Refugee Support and Restoring Family Links	<b>Region/division</b>	Wales
<b>Work location</b>	Cardiff and Vale Health Inclusion Service, Cardiff Royal Infirmary	<b>Reports to</b>	Service Manager
<b>Role duration</b>	2 years + 1-year extension possibility	<b>Last updated</b>	June 2025

## Scale and scope of role

<b>Direct reports</b>	0	<b>Indirect reports</b>	None
<b>Budgetary responsibility/accountability</b>	n/a	<b>Accountability for other resources</b>	<<list resources>>
<b>Reach and impact</b>	<p>Cardiff and Vale Health Inclusion Service (CAVHIS) is based in Cardiff Royal Infirmary. It provides a primary care service to vulnerable people in Cardiff who fall into 2 key groups:</p> <ol style="list-style-type: none"> <li>1. Asylum seekers who are in Home Office Initial Accommodation (IA) awaiting confirmation of whether the Home Office will support them through their asylum application or appeal.</li> <li>2. Vulnerable people accepted into the service, largely made up of failed asylum seekers who have not been able to register with other GP practices. Included in</li> </ol>		

	<p>this group are a small number of asylum seekers who have moved out of IA but are clinically unstable.</p> <p>CAVHIS aims to provide for the health and well-being needs of the local population.</p> <p>Given the service provided by CAVHIS and the level of asylum seekers who reside within the area, the service aims to improve the support provided to asylum seekers who attend CAVHIS and who are then required to register with GP practices for ongoing care.</p>
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## Context

We help people in crisis, in the UK and overseas. As part of a global voluntary movement, we respond to conflicts, natural disasters and individual emergencies, helping vulnerable people to prepare for, withstand and recover from emergencies.

## Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

## Directorate Overview – Refugee Support and Restoring Family Links

For people in crisis, as a result of their migration status, in need of protection, displaced and often having experienced family loss and separation our Refugee Support and Restoring Family Links team will deliver on our unique position and responsibility as part of a truly global humanitarian organisation, present at every stage on the migratory trail to:

- > Reduce destitution and exploitation
- > Restore family links and facilitate reunion
- > Challenge stigma and build inclusion
- > Ensure protection and empower people to make positive decisions to regain control of their lives

We will do this by mobilising the power of humanity through three distinct vehicles for change – advocacy, service delivery and creating the right environment. We will engage with our service

users and use their experience and evidence to inform our development and delivery and will seek out opportunities to build productive alliances across the UK, wider movement and beyond to enable the delivery of our mission at the earliest opportunity. To deliver on our mission, we will focus on:

- > Strengthening the sector in which we operate
- > Ensuring all our services are truly accessible and developed through a process of inclusion and collaboration
- > Achieving policy change through effective advocacy underpinned by our extensive operational evidence
- > Develop key alliances, locally and nationally, to increase public understanding and create a more welcoming environment
- > Develop partnerships to increase restricted / grant funding
- > Promote wellbeing and ensure inclusive, accessible and diverse development opportunities to engage with, work or volunteer

## Local context

The Casework Coordinator will join the Wales Refugee Services and Restoring Family Links Team, which is part of the UK RSRFL Directorate.

The Casework Coordinator will play a critical role in supporting asylum seekers and vulnerable migrants in Cardiff by ensuring seamless access to healthcare and community resources. This role is integral to the Cardiff and Vale Health Inclusion Service (CAVHIS), which provides primary care to individuals in Home Office Initial Accommodation and other vulnerable populations.

The Casework Coordinator will focus on enhancing access to healthcare, fostering self-reliance, and bridging gaps between service users and community resources, contributing to improved health and well-being outcomes.

Maintaining a presence in CAVHIS and the community, the Casework Coordinator will assist with supporting individuals to register / access support services across the whole of Cardiff and Vale and to register and act as sign-posters / connectors to access community support services.

## Purpose of the role

The Casework Coordinator will

- > Maintain a visible presence in CAVHIS
- > Ensure close liaison with Cardiff and Vale Health Inclusion Service clinicians and operational staff.
- > Provide 1:1 and group interventions with new arrivals to explain how to access health services in the UK, including urgent and non-urgent provision and the benefits of routine immunisation programmes
- > 1:1 and or group interventions with new arrivals to promote self-care and wellbeing
- > Practical orientation and support
- > Showing patients, the nearest pharmacy and explaining options for accessing OTC medications (choose pharmacy, supermarket / generic provision)
- > Supporting patients to register with a community dentist or optician if this is an urgent requirement
- > Sign-post to free local resources and encourage/support participation where there are barriers
- > Support referrals to appropriate local resources, services and community providers
- > Support patients to register with local GPs, opticians and dentists in a timely fashion after they have left Home Office accommodation
- > Map appropriate local resources, services and community providers
- > Create and maintain links with local resources, services and community providers to interface seamlessly with existing provision
- > Ensure that duplication of effort is avoided, and additionality of care is provided to CAVHIS patients
- > Connect individuals to group activities which empower recently arrived asylum seekers to improve their wellbeing

## Main responsibilities

### 1. Service delivery and development

- > Service users receive a high quality person-centred and responsive service.
- > Services are delivered to agreed standards and in line with relevant policies, procedures and good practice.
- > Services are accessible and promoted in a culturally sensitive way

- > Works with line manager and colleagues to identify and support service development and improvement
- > Resources and emergency provisions are used and distributed in line with agreed good practices, policies and procedures

## **2. Volunteer Management**

- > Works with line manager and other departments to ensure future requirements for volunteers are identified within a workforce plan
- > Volunteers receive effective line management support to enable service delivery
- > Relevant policies, procedures and good practices are adhered to by volunteers to ensure a safe, effective and efficient environment and service delivery in line with agreed standards
- > Works with People and Learning teams to ensure effective recruitment and induction of volunteers as required for the service

## **3. Service user engagement and involvement**

- > Effective processes are in place and followed to allow people with lived experiences to contribute to service delivery, design and development, in line with agreed organisational approaches
- > Service users have appropriate opportunities to provide feedback on the service which is then used for service improvement.
- > Where opportunities exist, service users are supported to engage in advocacy and communications opportunities in line with good practice and ethical guidelines

## **4. External Partnership and sector engagement**

- > Services are delivered and developed in coordination with the wider sector
- > Issues are identified and managed or escalated as appropriate
- > Good working relationships with external partners are developed and maintained as required for the role and concerning line manager
- > Develops and maintains effective referral pathways to ensure a holistic package of support for service users
- > Provides technical guidance to external agencies regarding rights and entitlements of service users where appropriate

## **5. Risk management and escalation**

- > Follows procedures, policies and guidance to ensure a safe, effective and efficient environment
- > Risks and health and safety issues are rapidly identified, managed and escalated as appropriate
- > Service user risks are identified, managed and/or escalated as appropriate
- > Safeguarding concerns are identified and receive appropriate responses according to policies, procedures and good practice.

## **6. Data management**

- > Electronic and paper-based filing and database systems are maintained by quality standards and data protection
- > Provides project updates and reports as required and works collaboratively to ensure effective information management systems are in place
- > Confidentiality and data protection are maintained about all aspects of the service

## **7. Monitoring and evaluation**

- > Supports the implementation of monitoring procedures and ensures information is fed into structured evaluation, learning and advocacy processes

## **8. Workforce learning and development**

- > Learning and development activities for volunteers are implemented, including delivering training, by quality standards and agreed organisational approaches
- > Works with colleagues to contribute to developing new training material and guidance
- > Learning and emerging training needs are identified and shared as appropriate throughout the organisation
- > Reflective practice is used and promoted for development purposes

## **9. Budget and finances**

- > Financial procedures, policies and good practices are followed as required for the service to ensure financial accountability
- > Works with the service manager to ensure services are delivered within the budget framework

## **10. Local and national advocacy and awareness raising**

- > Plans and implements local awareness-raising and advocacy activities concerning the Service Manager in line with agreed organisational approaches
- > Effectively contributes to national advocacy and communications efforts where possible
- > Plans and implements activities to build inclusion for refugees and asylum seekers, for example during Refugee Week, concerning Service Manager and in line with agreed organisational approaches

## **11. Team worker**

- > Works to ensure the Behaviours Framework is embedded within the service
- > Colleagues supported as required
- > Contributes effectively to team meetings
- > Suggests improvement to support continuous development
- > Provides contingency cover for colleagues in periods of absence as requested by the line manager

## **12. Other duties**

- > Perform clerical and administration duties commensurate with the post
- > Proactive in supporting own professional development

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and/or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager

## Person specification

This document will be used to develop a **short list** of applicants for any vacancy for this role and will then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

	Requirements
Skills	<ul style="list-style-type: none"> <li>&gt; Organisational skills – planning, managing and monitoring own and others' workload and multiple tasks and priorities**</li> <li>&gt; IT literate. Ability to use email, word processing, database and spreadsheet packages**</li> <li>&gt; English language proficiency: can understand the main ideas of complex text, including technical discussions in their field of specialisation, can produce clear text, can use language flexibly and effectively for professional purposes, can understand a wide range of demanding, longer clauses, and recognise implicit meaning**.</li> <li>&gt; Ability to support, manage and develop volunteers**</li> <li>&gt; Excellent communication skills, including: <ul style="list-style-type: none"> <li>- ability to communicate with people from diverse cultures and those whose first language is not English**</li> <li>- ability to influence and adapt communication style to different audiences**</li> </ul> </li> <li>&gt; Ability to work as part of a team in a high-pressure environment**</li> <li>&gt; Proven ability to ensure sensitive, safe and ethical working practices/casework within projects working with vulnerable groups of people. **</li> <li>&gt; Ability to plan and deliver sessions and social activities - and to adapt them to the diverse needs of</li> </ul>



	<p>a group of people from varying cultures and backgrounds (<i>specific to certain roles only</i>)</p> <ul style="list-style-type: none"> <li>&gt; Reflective practice – ability to pause, draw out learning from experience, listen to others and improve practice</li> <li>&gt; Presentation and facilitation skills**</li> <li>&gt; Ability to listen, empathise and provide emotional support to highly distressed and vulnerable people in crisis**</li> <li>&gt; Ability to speak a language widely spoken by the refugees/asylum-seeking community</li> </ul>
<b>Knowledge (including education and training)</b>	<ul style="list-style-type: none"> <li>&gt; Understanding of issues relating to refugee's asylum seekers, and other vulnerable migrants**</li> <li>&gt; Educated to GCSE or equivalent by experience**</li> <li>&gt; Understanding of the needs-led user-focused philosophy</li> <li>&gt; Knowledge and understanding of the roles, functions and purpose of statutory and non-statutory agencies in the field of refugees and other vulnerable migrants</li> <li>&gt; Understanding of project planning, development and evaluation. Knowledge of the local area and available services</li> <li>&gt; Understanding of immigration legal parameters under OISC and safe practice</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>&gt; Experience in cross-agency casework, partnership and collaborative working</li> <li>&gt; Experience in managing, supporting and developing volunteers</li> <li>&gt; Experience in delivering learning and development activities</li> <li>➤ Experience of working/delivering casework for vulnerable people with complex needs**</li> </ul>

<b>Behaviours</b>	<p><b>Solution Focussed</b></p> <ul style="list-style-type: none"> <li>&gt; Anticipates obstacles, thinks ahead about next steps and contingencies</li> <li>&gt; Uses a range of methods to identify solutions and make decisions, involving others where appropriate</li> </ul> <p><b>Proactively builds collaborative relationships internally and externally.</b></p> <ul style="list-style-type: none"> <li>&gt; Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict to agree on solutions</li> <li>&gt; Helps others to understand the common ground</li> </ul> <p><b>Actively addresses the needs of people in crisis</b></p> <ul style="list-style-type: none"> <li>&gt; Finds ways to define and continually improve services for people in crisis</li> <li>&gt; Uses knowledge of the needs of people in crisis to feed into ongoing planning and shaping of services</li> </ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>&gt; Uphold the Fundamental Principles and act with integrity, by the Society's obligations and values (inclusive, compassionate, courageous, and dynamic) **</li> <li>&gt; Ensure anti-discriminatory practice and promote diversity. **</li> <li>&gt; Willingness to work flexible hours on occasion, with prior agreement of the line manager. **</li> <li>&gt; Occasionally support emergency response operations, with prior agreement of the line manager.</li> <li>&gt; Able and willing to travel and work around the xxx area as necessary and occasionally elsewhere in the UK, including overnight stays as required.</li> <li>&gt; Current driving licence valid for use in the UK and prepared to use your vehicle to drive service</li> </ul>

	users and possibly their children; willingness to obtain business insurance as needed.
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*NB All disabled candidates who meet the minimum criteria, denoted by \*\*, will be short-listed for an interview in line with our commitment under the two-tick symbol scheme.*