

Job description and person specification

Casework Coordinator – Refugee Support			
Job Level	Level 2b	Job reference number	
Area / department	Refugee Support and Restoring Family Links	Region / division	South East
Work location	Hybrid working between home and office location: 90 Eastern Avenue, Reading, Berkshire, RG1 5SF	Reports to	Service Manager – Thames Valley
Role duration	6 months	Last updated	June 2025

Scale and scope of role

Direct reports	Volunteers	Indirect reports	None
Budgetary responsibility / accountability	n/a	Accountability for other resources	BRC mobile, laptop, petty cash
Reach and impact	As part of the Refugee Support and Restoring Family Links team, the Casework Coordinator will be responsible for coordinating and delivering casework services for refugees, asylum seekers and other vulnerable migrants in the Southeast area and will undertake a range of duties designed to develop, maintain, promote the service.		

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 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 by 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 delivery on 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 Southeast Refugee Support team provides access to practical support, information and advice to people affected by asylum and immigration issues across the area. Within the Southeast, you will be a part of the Thames Valley team with a specific focus on the Reading area. We work in partnership with many organisations across Thames Valley to provide these services, including the provision of destitution support. Our frontline services are supported by trained volunteers under the supervision of our casework coordinators. Through effective signposting, referrals, advice and advocacy support we

enable service users to access their rights and entitlements as well as the services they need.

Purpose of the role

As part of the Refugee Support and Restoring Family Links team, the Casework Coordinator will be responsible for coordinating and delivering casework services for refugees, asylum seekers and other vulnerable migrants in the Southeast area and will undertake a range of duties designed to develop, maintain, promote the service.

Main responsibilities

1. Service delivery and development

- > Service users receive a high quality person-centred and responsive service
- > Services are delivered to agreed standards, including IAA Code of 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
- > Emergency provisions are distributed and resources utilised in line with policies, guidance 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 delivery of casework functions of the service
- > Relevant policies, procedures and good practice are understood and adhered 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 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 with reference to line manager
- > Develops and maintains effective referral pathways to ensure holistic package of support for service users
- > Provides technical guidance to external agencies regarding rights and entitlements of service user 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
- > Casework 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 in accordance with 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 is maintained in relation to all aspects of the service

7. Monitoring and evaluation

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

8. Learning and development

- > Learning and development activities for volunteers are implemented, including delivery of training, in accordance with quality standards and agreed organisational approaches
- > Works with colleagues to effectively 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 practice are followed as required for the service to ensure financial accountability
- > Works with service manager to ensure service are delivered within budget framework

10. Local and national advocacy and awareness raising

- > Plans and implements local awareness raising and advocacy activities with reference to Service Manager and 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, with reference to Service Manager and in line with agreed organisational approaches

11. Team worker

- > Works to ensure Behaviours Framework is embedded within 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 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

NB this document will be used to develop a short list of applicants for any vacancy for this role and 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

- > Organisational skills – planning, managing and monitoring own and others workload**
- > IT literate. Ability to use email, word processing, database and spread sheet packages**
- > English language proficiency – ability to produce clear, well-structured, detailed text on complex subjects; can understand a wide range of demanding, longer clauses; can use language flexibly and effectively for professional purposes**
- > Ability to support, manage and develop volunteers**
- > Time management skills – responding to and prioritising a range of competing demands**
- > Excellent verbal and written communication skills, including:
 - ability to communicate with people from diverse cultures and those whose first language is not English**
 - ability to influence and adapt communication style to different audiences**
- > Ability to work as part of a team in a high-pressure environment**
- > Ability to listen, empathise and provide emotional support to highly distressed and vulnerable people in crisis**
- > Ability to ensure sensitive, safe and ethical working practices within projects working with vulnerable groups of people.**
- > Ability to analyse complex information and make appropriate decisions about action and dissemination
- > Reflective practice – ability to pause, draw out learning from experience, listen to others and improve practice**
- > Presentation and facilitation skills**

	<ul style="list-style-type: none"> > Ability to speak a language widely spoken by the refugees/asylum seeking community
Knowledge (including education and training)	<ul style="list-style-type: none"> > Understanding of issues relating to refugees and asylum seekers** > Educated to GCSE or equivalent by experience** > Understanding of the needs led user focused philosophy > Understanding of immigration legal parameters under IAA and safe practice** > Knowledge and understanding of the roles, functions and purpose of statutory and non-statutory agencies in the field of refugees** > Knowledge of current policy and legislative developments in the asylum and Immigration field** > Knowledge of asylum support rights and entitlements** > Knowledge of housing, benefits, work and education entitlements for new refugees and people arriving under family reunion** > Knowledge of local area and available services
Experience	<ul style="list-style-type: none"> > Experience of delivering casework with vulnerable clients** > Experience of cross-agency partnership and collaborative working** > Experience of managing, supporting and developing volunteers or staff > Experience of project coordination and delivery > Experience of delivering learning and development activities
Behaviours	Solution Focussed

	<ul style="list-style-type: none"> > Anticipates obstacles, thinks ahead about next steps and contingencies > Uses a range of methods to identify solutions and make decisions, involving others where appropriate <p>Pro-actively builds collaborative relationships internally and externally</p> <ul style="list-style-type: none"> > Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions > Helps others to understand the common ground <p>Actively addresses the needs of people in crisis</p> <ul style="list-style-type: none"> > Finds ways to define and continually improve services for people in crisis > Uses knowledge of the needs of people in crisis to feed into ongoing planning and shaping of services
Additional Requirements	<ul style="list-style-type: none"> > Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic)** > Ensure anti-discriminatory practice and promote diversity. ** > Able to work and travel throughout the UK as required, including occasional overnight stays** > Current driving licence valid for use in the UK and prepared to use your own vehicle to drive service users and possibly their children; willingness to obtain business insurance as needed > Willingness to work flexible hours on occasion with prior agreement of line manager**

	<p>> Occasionally supports with emergency response operations, with prior agreement of line manager**</p>
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*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*