Role Title

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| **Job Level** | Level 2B  | **Job Reference No:** |  |
| **Role review date:** |  |
| **Directorate** | RSRFLAT | **Function** | Casework Coordinator  |
| **Service** | Family Reunion Integration Service (FRIS) | **Reports to:** | Service Manager  |

Scale and scope of role

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| **Direct reports** | NONE | **Indirect reports** | NONE |
| **Budget responsibility/****accountability** | Petty cash only  | **Accountable for other resources** | NONE |

*In addition to formal line management, as described above, the role will also be informally supervised and directed by managers in other parts of the organisation. This will be explained on appointment and kept under review.*

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that 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](http://www.redcross.org.uk/principles): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want out team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The Family Reunion Integration Service (FRIS) is the first national programme to support reunited refugee families to integrate into their new communities. So far, it has supported around 4,000 refugee families.

As part of the Refugee Support and Restoring Family Links team, the FRIS Casework Coordinator will be responsible for coordinating and delivering casework services for reunited refugee families, asylum seekers and other vulnerable migrants in Yorkshire and Humberside area and will undertake a range of duties designed to develop, maintain and promote the service. The FRIS service supports families to access their basic needs once their family arrive in the UK. This includes, for example, help to access: housing, welfare benefits, schools for children, registering with a GP…

Key responsibilities

**1. Service delivery and development**

◼ Service users receive a high quality person-centred and responsive service

◼ Services are delivered to agreed standards, including OISC 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 user 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**

◼ Actively participates in all team meetings

◼ Supports other team members

◼ Works and behaves in accordance with all BRC policies and procedures

◼ Upholds the fundamental principles of the Red Cross and acts with integrity, in

accordance with the Society’s values (inclusive, compassionate, courageous and

dynamic).

◼ Works to ensure Behaviours Framework is embedded within service

◼ 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

Pre-engagement checks

Criminal Records

Pre- engagement checks Criminal Records

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| England and Wales – Disclosure and Barring Service (DBS)  |
| * Enhanced – Child and Adult workforce
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Person Specification

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| **Requirements** |
| **Knowledge and Skills** |
| **Essential*** 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. - Reflective practice – ability to pause, draw out learning from experience, listen to others and improve practice * Presentation and facilitation skills

**Desirable** * Ability to analyse complex information and make

appropriate decisions about action and dissemination * Ability to speak a language widely spoken by the

refugees/asylum seeking community |
| **Knowledge**  |
| **Essential*** Understanding of issues relating to refugees and

asylum seekers * Educated to GCSE or equivalent by experience
* Understanding of immigration legal parameters under

OISC and safe practice * Knowledge and understanding of the roles, functions

and purpose of statutory and non- statutory agencies in the field of refugee support * Knowledge of current policy and legislative

developments in the asylum and Immigration field * Knowledge of housing, benefits, work and education

entitlements for new refugees and people arriving under family reunion**Desirable** * Understanding of the needs led user focused

philosophy - Knowledge of local area and available services |
| **Essential** * Experience of delivering casework with vulnerable clients
* Experience of cross-agency partnership and
* collaborative working

**Desirable** * Experience of managing, supporting and developing volunteers or staff
* Experience of project coordination and delivery
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.