

## Casework Coordinator – Refugee Support Nottingham and Derby

<b>Job level:</b>	Level 2b	<b>Job Reference No:</b>	
<b>Directorate:</b>	Refugee Support, Restoring Family Links, Anti-Trafficking (RSRFLAT)	<b>Work location:</b>	Nottingham and Derby
<b>Service:</b>	Refugee Support	<b>Reports to:</b>	Service Manager Nottingham

### Scale and scope of role

<b>Direct reports</b>	0	<b>Indirect reports</b>	0
<b>Budget responsibility/ accountability</b>	N/A	<b>Accountable for other resources</b>	As appropriate

### 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**: 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 our 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.

## 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. We 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

BRC Refugee Support in the East Midlands operates in Derby, Leicester and Nottingham, with additional services in Northampton and Lincoln. In Nottingham we have a partnership agreement with the Nottingham and Nottinghamshire Refugee Forum (NNRF), which outlines our respective remits. We offer casework support to vulnerable migrants with no recourse to public funds, pre-asylum cases, visa overstayers and undocumented migrants. We also assist service users to apply for family reunion travel assistance. In Derby we are a leading area providing support to asylum seekers, newly granted refugees, and migrants at risk. This role will include supporting the implementation of trauma-informed casework activities aimed at people experiencing destitution and issues with accessing their entitlements. The situation in the UK for asylum seekers and newly granted refugees is complex and ambiguous due to barriers accessing entitlements and the impact of trauma. The Nottingham and Derby team is part of the wider Refugee Support team in the East Midlands and reports to the East Midlands Operations Manager.

## Purpose of the role

As part of the Refugee Support team, the Casework Coordinator will be responsible for coordinating and delivering casework services for asylum seekers, refugees and migrants at risk in Derby, and people with no recourse to public funds and other vulnerable migrants in Nottingham. They will undertake a range of duties designed to develop, maintain, promote the service. The role is a hybrid role split across working from the Derby office, Nottingham office and from home.

## Main responsibilities

### 1. Service delivery and development

- > Deliver casework to service users in Derby and Nottingham via high quality person-centred and response
- > 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

### 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
- > 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 player

- > 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
- > Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- > Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

## 12. Other duties

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

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role. 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.

In order to be shortlisted for interview, you need to meet the essential criteria as outlined below, and to detail this in your application. N.B. All disabled candidates who meet the essential criteria will be short listed for interview in line with our commitment to the Disability Confident Scheme.

## Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	S	I	A
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>&gt; Educated to A-Level or equivalent by experience</li> <li>&gt; IT literate. Ability to use email, word processing, database and spread sheet packages, and ability to learn to use new programs</li> <li>&gt; Organisational skills – planning, managing and prioritising workload</li> <li>&gt; English language proficiency – ability to produce clear, well-structured, detailed text on complex subjects; can use language flexibly and effectively for professional purposes</li> <li>&gt; Excellent communication skills, including ability to find ways to communicate with people whose first language is not English</li> <li>&gt; Proven ability to ensure sensitive, safe and ethical working practices when working with vulnerable groups of people with complex needs</li> <li>&gt; Understanding of issues relating to refugees and asylum seekers</li> <li>&gt; Knowledge and understanding of the roles, functions and purpose of statutory and non statutory agencies in the field of immigration</li> <li>&gt; Ability to listen, empathise and provide emotional support to highly distressed and vulnerable people in crisis</li> <li>&gt; Ability to support, manage and develop volunteers</li> <li>&gt; Ability to analyse complex information and make appropriate decisions about action and dissemination</li> <li>&gt; Reflective practice – ability to pause, draw out learning from experience, listen to others and improve practice</li> </ul>	<p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p>	<p></p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>	<p></p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p>
<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>&gt; Ability to speak a language widely spoken by the refugee/asylum seeking community</li> <li>&gt; Knowledge of local area and available services</li> <li>&gt; Experience of working with vulnerable people with complex needs</li> </ul>	<p>S</p> <p>S</p> <p>S</p>	<p></p> <p></p> <p>I</p>	<p></p> <p></p> <p></p>

Experience	S	I	A
<b>Essential</b>			
> Experience of delivering casework to vulnerable people	S	I	
> Experience of gathering and recording data	S	I	A
> Experience of cross-agency partnership and collaborative working	S	I	
> Proven ability to perform as part of a team – to support other team members as required, to maintain open communication and honest and kind feedback as required in a high pressure environment	S	I	
> Experience of handling confidential information	S	I	
> Anticipates obstacles, thinks ahead about next steps and contingencies and uses a range of methods to identify solutions and make decisions, involving others where appropriate	S	I	A
<b>Desirable</b>			
> Experience of working with volunteers	S	I	
> Experience of working with the refugee/asylum seeker sector	S	I	
> Experience of working with interpreters	S	I	
> Experience of project coordination and delivery	S	I	
<b>Additional requirements</b>			
<b>Essential</b>			
> Ensures inclusive practice, challenges discrimination and promotes diversity in line with our <b>Equality, Diversity and Inclusion (EDI) policy</b> .	S	I	
> Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic)	S	I	
> Able to work and occasionally travel throughout the East Midlands as required	S		
> Occasionally supports with emergency response operations, with prior agreement of line manager	S		
<b>Desirable</b>			
> UK driving licence and access to own car	S		
> Occasionally works outside normal working hours, with prior agreement of line manager and in exchange for time off in lieu	S		