



Nottingham & Nottinghamshire Refugee Forum

YOUTH PROJECT CASEWORKER

JOB DESCRIPTION

Post: Youth Project Caseworker
Hours: 22.5 hours per week taking into account the needs of the organisation. Occasional evenings & weekends may be required.
Location: Sycamore Centre, 33a Hungerhill Rd, Nottingham, NG3 4NB and Mansfield Road Baptist Church, Gregory Boulevard, Nottingham.
Salary: £22,000 pro rota for one year with additional funding being sought
Responsible to: Advice Services Manager

JOB SUMMARY:

The Youth Project Caseworker will provide one to one work to young asylum seekers and refugees (in particular UASC) in accordance with the proposal to Children in Need for the project. You will hold a caseload, providing intensive support and drop-in advice to young people. This role involves providing responsive, professional, user-centred support and advice, working with all relevant agencies as required.

MAIN DUTIES & RESPONSIBILITIES

- To provide casework support to unaccompanied minors
- To keep up to date with legislation and government rules that effect all children, refugees and asylum seekers
- To recruit, train and supervise volunteers
- To liaise with statutory services and other organizations working with refugee and asylum seeking youth

SERVICE DELIVERY

- Carry a caseload providing intense and holistic support
- Work with the Youth Projects Activities worker to organise relevant workshops and activities relevant to the needs of the young people within the youth group setting, including homework support, ESOL classes, art groups, and workshops.
- Organising the recruitment, support and management of volunteers ensuring that they are used appropriately to reflect the needs of the project.
- Ensure that referrals made by support workers, foster carers and social workers to the group are followed up accordingly.
- Refer service users to appropriate service providers, where necessary supporting the process of making contact on their behalf, by telephone, in writing or in person
- Assist with necessary paperwork to enable service users to access services, including making appropriate applications and claims as required

- Keep accurate records of casework and monitoring data in line with the requirements of the project's Service Level Agreement and provide reporting when required
- Keep abreast of changes in service provision, eligibility of clients and relevant legislation; disseminate this information to colleagues at the Forum and where appropriate to other service providers
- Support clients with information, advice and guidance as needed to empower families to integrate into British society
- Provide drop-in support to clients once they no longer need intensive support

PARTNERSHIP WORK/EXTERNAL LINKS

- Attend relevant interagency meetings and conferences
- Liaise with service providers and other agencies on behalf of clients, providing casework support to vulnerable individuals and families to enable them to access integrated packages of services
- Develop and maintain positive relationships with statutory and voluntary sector service provider partners

MONITORING & EVALUATION

- Monitor and keep accurate records of the project such as numbers and issues from casework
- Attend case review meetings with the line manager
- Attend wider programme monthly meetings to represent the organisation and bring feedback and reviews for monitoring and evaluation along with relevant suggestions and interventions for improvement

ORGANISATIONAL RESPONSIBILITIES

- Attend staff meetings and cooperate in personnel procedures such as appraisal and supervision
- Working with other staff as designated, help prepare and set up events such as Refugee Week, conferences and AGMs.
- Support other NNRF services i.e. General Advice when required.
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post, subject to the proviso that any changes of a permanent nature will be incorporated into the Job Description in specific terms, following consultation with the postholder.
- Keeping up to date with and taking active interest in legislation and government rules directly affecting children & young people, especially refugees and asylum seeking children.

The role will include at least one evening per week (currently Tuesdays), and occasional weekends/evening work.

This list of duties & responsibilities is not intended to be exhaustive. The post holder will be expected to perform additional tasks when required; these tasks will be in keeping with the general profile of the role.

PERSON SPECIFICATION

Candidates will be short-listed on the following specifications and need to address each of them in their application.

All relevant experience whether paid or voluntary, in the UK or overseas may be included. NNRF values different & creative ways of working.

E – Essential, D – Desirable

EXPERIENCE

- At least two years' experience of working with young people, preferably young refugees/asylum seeking young people or other vulnerable youth groups (E)
- Experience of recruiting, training, managing and working alongside volunteers(E)
- At least 2 years' experience planning and organising projects, preferably designed for young people (E)
- Experience of liaising and negotiating with external agencies (E)
- Experience of working with professional interpreters, both face to face and by phone (E)

KNOWLEDGE/COMPETENCIES

- Ability to plan and execute projects designed to engage and support young people (E)
- Ability to work with volunteers, staff and partners to make the most of the services and support available (E)
- Commitment to monitoring and evaluating work, ensuring that provision reflects the needs of those it targets (E)
- Ability to motivate others to support specific projects, including motivating young people to engage (E)
- An understanding of the needs and hopes of asylum seekers and refugees (E)
- Working knowledge of legislation, policies and issues relevant to refugees and asylum seekers including immigration, housing, health etc (E)

- Excellent knowledge of a range of statutory and voluntary sector services (E)
- Skilled communicator in English both orally and in writing with the ability to produce high quality formal correspondence (E)
- Excellent knowledge of safeguarding (E)
- IT competence including Microsoft packages, databases, use of the internet and email (knowledge of AdvicePro is an advantage) (E)
- Knowledge and understanding of safe working practices for self and others (D)

PERSONAL CHARACTERISTICS (ALL ESSENTIAL)

- Proven commitment to supporting refugees and asylum seekers
- Strong commitment to Equal Opportunities and respect for diversity
- Understanding of the importance of maintaining confidentiality
- Able to maintain good professional relationships with colleagues in other agencies
- Able to work in a co-operative, supportive manner within a small team
- Approachable and friendly personality
- Good time-manager, able to work on own initiative

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Deadline: Sunday 24th October 2021 midnight

Interviews: w/c 1st November 2021