



Nottingham & Nottinghamshire Refugee Forum

UK Resettlement Scheme (UKRS) Caseworker

JOB DESCRIPTION

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| Post: | UK Resettlement Scheme (UKRS) Caseworker |
| Hours: | 37 hours per week (taking the needs of the organisation into account occasional evenings and weekends may be required) |
| Location: | Hybrid options including both home and office (Sycamore Centre, 33a Hungerhill Rd, Nottingham, NG3 4NB) |
| Salary: | £23,500 p.a |
| Contract: | Permanent (subject to funding) |
| Responsible to: | Resettlement Manager |

JOB SUMMARY:

The UK Resettlement Scheme (UKRS) was launched in 2021 as an expansion of the Vulnerable Persons Resettlement Scheme (VPRS), working to resettle vulnerable refugees in Nottingham and Nottinghamshire. The UKRS is managed in partnership with Nottingham City and County Councils.

As a UKRS Caseworker, you will hold a caseload, providing intensive support to families. This role involves providing responsive, professional, user-centred support and advice to people in the UKRS scheme, working with all relevant agencies as required.

MAIN DUTIES & RESPONSIBILITIES

Service Delivery

- Carry a caseload providing intense and holistic support
- Assist with preparations for new arrivals, including preparing housing and making practical arrangements
- 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 support to other projects (ARAP, General Advice, Specialist Advice team) if needed

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

Organisational Responsibilities

- To be a NNRF ambassador by upholding and demonstrating the organisational values and behaviours at every opportunity, through verbal, written and face to face communication
- Work collaboratively with other staff and departments to help prepare and set up events e.g. Refugee Week, Conferences and AGMs
- Responsible for keeping full and accurate monitoring information, report writing and data handling under GDPR guidance.
- Participate in own supervision and appraisal process and attend staff and team meetings
- 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
- The postholder will be required to undergo an enhanced DBS check for this position

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

- Minimum one year's recent experience of providing advice and support in a paid or voluntary capacity to refugees (E)
- Substantial experience of working with volunteers and staff within the charitable sector (E)
- Experience of liaising and negotiating with external agencies (E)
- Experience of keeping accurate work records (E)
- Full clean driving licence and access to own vehicle will be strongly advantageous (D)
- Experience of working with professional interpreters, both face to face and by phone (D)
- Lived experience of forced migration (D)

KNOWLEDGE/COMPETENCIES

- 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)
- Good interpersonal skills and effective in influencing others (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)
- Work in a flexible and agile way, adapting to changing circumstances in a positive and solution focused way (E)
- Knowledge and understanding of safe working practices for self and others (D)
- Ability to speak Arabic (D)

PERSONAL CHARACTERISTICS (ALL ESSENTIAL)

- Proven commitment to supporting refugees and asylum seekers
- Behaviour and attitude that will promote our core values: empowerment, justice, solidarity, respect, inclusivity and equality.
- 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