



Nottingham & Nottinghamshire **REFUGEE FORUM**

Anti-Destitution Project Caseworker

JOB DESCRIPTION

Post:	Anti-Destitution Project Caseworker
Hours:	30 hours per week
Location:	Sycamore Centre, 33a Hungerhill Rd, Nottingham, NG3 4NB
Salary:	£24,926 per annum pro rata
Contract:	Fixed Term Contract until 31 December 2025
Responsible to:	Anti-Destitution Project Coordinator

JOB SUMMARY:

As a caseworker, you will work with destitute and refused asylum seekers, providing responsive, professional, user-centred support and advice to clients, working with all relevant agencies as required.

MAIN DUTIES & RESPONSIBILITIES

Service Delivery

- Assess the needs and eligibility of our clients to plan appropriate support in conjunction with the line manager
- Manage and maintain your own caseload and provide casework support on an individual basis
- Manage and maintain own caseload
- Advocate and negotiate on behalf of clients
- Support volunteers working in the project
- Meet regularly with the manager to review complex cases and ensure the highest level of service is maintained for clients
- Keep accurate records of your work
- 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

Partnership Work/External links

- Attend meetings where appropriate to ensure the smooth delivery of services

- Raise awareness of key issues, influence decision making, and share good practice

Personnel/HR

- To attend training where required
- To continue to develop own skills throughout the term of employment

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
- Comply with NNRF's safeguarding standards and procedures
- Provide support to other NNRF projects (General Advice, Specialist Advice team) if needed
- 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

- Experience of providing support and advice to refugees and asylum seekers in a paid or voluntary capacity (D)
- Experience of liaising and negotiating with clients and external agencies, whilst managing expectations (E)
- Experience of working with professional interpreters, both face to face and by phone (D)
- Experience of working with people with No Recourse to Public Funds (D)
- Lived experience of forced migration (D)

KNOWLEDGE/COMPETENCIES

- Sound knowledge of a range of statutory and voluntary sector services (E)
- Excellent knowledge of safeguarding (D)
- Knowledge of the asylum system and the eligibility criteria affecting refugees' and asylum seekers' access to services (D)
- Effective spoken and written communication skills in English (E)
- IT competence including word processing, databases, use of the internet and email (knowledge of AdvicePro an advantage) (E)
- Ability to identify barriers and support needs using a range of questions and resources. (E)
- Proven attention to detail to ensure highest service level requirements (E)
- Speaker of refugee languages (D)
- Understanding of the effects of trauma (D)

PERSONAL CHARACTERISTICS

- Able to relate sensitively to a wide range of people from many different ethnic, religious and cultural backgrounds
- Able to empathise with the life experiences of refugees and asylum seekers and recognise their possible effects on needs, attitudes and behaviour
- Understanding of the importance of maintaining confidentiality and an awareness of measures that are needed to ensure it
- 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
- Willingness to work variable hours, including out of hours and/or at weekends as needed