



<b>Job Title:</b>	Immigration and Asylum Caseworker (OISC LEVEL1) Caseworker
<b>Responsible to:</b>	Project Manager (RSG) Deputy Manager (RSG)
<b>Persons responsible for:</b>	Volunteers supporting the project/staff

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At Refugee Support Group, we have spent over 30 years helping refugees and people seeking sanctuary as they try to rebuild their lives in Reading and the Thames Valley region.

We are looking to recruit one full-time Caseworker OISC Level 1 to join our Casework Team and directly support our clients by advising and addressing issues including housing, benefits, legal status and financial matters.

We are looking for a patient, organised, sympathetic, and methodical caseworker who wants to help our clients and is confident in following due processes and advocating on their behalf. You will be working at our Reading office and be available to do outreach work as and when required.

We will offer support training and development training to acquire OISC level 2 accreditation and continual training with our level 3 OISC Caseworker and Solicitor.

### **Summary of the Post**

To provide an effective and efficient OISC level 1 asylum, immigration, and welfare benefits advice service to asylum seekers and refugees in the Reading area.

### **Principle Tasks and Responsibilities:**

#### **Casework**

1. Adhere to casework procedures as outlined in the office manual and the OISC standards where applicable.
2. Conduct all tasks permitted under the direction of your manager with competence.
3. Interview clients sensitively and professionally to enable them to explain their problems.
4. Negotiate with statutory and non-statutory third parties on behalf of clients as requested.
5. Advocate on behalf of clients and refer to other agencies as appropriate.
6. Advise clients on relevant services for specialist help and signpost to specialist advisers or agencies, as appropriate.

7. Provide an advice service to the highest standard in line with 'Reading Advice Network (RAN)' and 'Safe & Sound' quality standards.
8. Maintain comprehensive records on the case database system
9. Network and develop partnerships with local, regional and national information and advice providers

### **Training and Development**

1. Keep updated with legislation, case law, policies and procedures relating to immigration, welfare benefits and housing advice issues.
2. Undertake appropriate training.
3. Prepare for and attend regular supervision sessions as required.
4. Stay connected with local issues, developments and changes in procedures of other agencies.

### **Participation in the Development and Planning of the Service**

1. Participate in team & staff meetings and other relevant meetings and events.
2. Attend and provide your input with planning processes, including the annual planning day
3. Produce reports as required for funders and the RSG Trustees.

### **Administration**

1. Maintain detailed case records to maintain continuity of casework, information retrieval, statistical monitoring, and report preparation.
2. Participate in the collation of information and produce monitoring reports as per requirement.
3. Ensure that all work conforms to the service's systems and procedures
4. Use RSG's database for statistical recording, record keeping and document production.

### **General**

1. Promote the aims and policies of RSG.
2. Always Have due regard in the planning and execution of duties to RSG.
3. Carry out any other related tasks as required by the RSG management and Trustees.
4. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
5. Undertake such duties as may be identified as generally compatible with the functions of the post.
6. Abide by RSG policies and procedures.

## Required skills, abilities and experience:

		Essential	Desirable
1	Qualified to OISC Level 1	X	
2	Ability to work from office – Reading	X	
3	Ability to handle own case work		X
4	Experience of providing or managing provision of a client focused advice service	X	
5	An understanding of how the UK's Asylum and Immigration system works.	X	
6	Excellent verbal and written communication skills in the English language.	X	
7	Proficient in MS/other office applications	X	
8	Excellent time management and organisational skills.	X	
9	Strong ethical standards	X	
10	Fluent in other languages other than English		X
11	Works well independently but also as part of a team		X
12	Ability to multitask and meet deadlines	X	

**It is very important that you set out how you meet each of these requirements in your cover letter.**

### Terms and Conditions

Line Management:

Caseworker Team Manager

Salary:

NJC SP 13 - £26,873 pro rata + 6% pension

Working hours:

Part-time 3.5 days (26.5 hours)

Contract Term:

1 year, office based.

Starting Date:

Immediate start possible

Closing date for Applications:

Friday 23<sup>rd</sup> August

Interview Date:

Wednesday 28<sup>th</sup> Aug 2024

Benefits:

- 25 days annual leave plus bank holidays. Additional day per year of employment (max 5days)
- Cycle to work
- Confidential Counselling Support
- Welfare Days