



Job Title:	Immigration and Asylum Caseworker (IAA LEVEL2/3) Caseworker
Responsible to:	Project Manager (RSG) Deputy Manager (RSG)
Persons responsible for:	Supervising caseworkers and leading fee charging service.

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 an experienced one full-time Caseworker IAA level 2 or above to join our Casework Team and directly support our clients by advising and addressing issues including immigration, asylum and holistic matters. The successful candidate will also take the lead on our newly implemented fee charging service.

We are looking for an experienced and methodical caseworker who is able to prioritise cases competently and confidently follow the processes already in place. You will be working at our Reading or Newbury office and be available to do outreach work as and when required.

Summary of the Post

- To provide competent IAA level 1 and level 2 Asylum and Immigration advice, specifically to, undocumented persons, asylum seekers and refugees in Berkshire area.
- Casework includes supporting service users with initial asylum applications, fresh claims and supporting with actions following refusal.
- Casework under the fee charging service would include running immigration applications including extensions/renewal of leave to remain.
- You will be able to manage your own caseload and oversee the current casework team providing supervision and guidance on processes.

Principle Tasks and Responsibilities:

Casework

1. Adhere to casework procedures as outlined in the office manual and the IAA standards where applicable.
2. Conduct all tasks permitted under the direction of your manager with competence.
3. Lead on the continuing development of our new fee charging service.
4. Interview clients sensitively and professionally to enable them to explain their problems.
5. Negotiate with statutory and non-statutory third parties on behalf of clients as requested.
6. Advocate on behalf of clients and refer to other agencies as appropriate.
7. Advise clients on relevant services for specialist help and signpost to specialist advisers or agencies, as appropriate.
8. Provide an advice service to the highest standard in line with 'Reading Advice Network (RAN)' and 'Safe & Sound' quality standards.
9. Maintain comprehensive records on the case database system.
10. Network and develop partnerships with local, regional and national information and advice providers
11. Work with colleagues to ensure a high quality of service.

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 IAA level 1& level2	X	
2	Ability to work from office – Reading or Newbury	X	
3	Ability to handle own case work	X	
4	Experience of providing or managing provision of a client focused advice service	X	
5	Undergraduate degree in law or similar subject or at least two-year experience in a relevant role, paid or voluntary	X	
6	An understanding of how the UK's Asylum and Immigration system works.	X	
7	Excellent verbal and written communication skills in the English language.	X	
8	Proficient in MS/other office applications	X	
9	Excellent time management and organisational skills.	X	
10	Strong ethical standards	X	
11	Fluent in other languages other than English		X
12	Works well independently but also as part of a team		X
13	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: Supervisor and Casework Manager

Salary: NJC Scale 6 SCP 18-22 (£33,559 – 32,654) + 6% pension

Working hours: 37.5 hours per week.

Contract Term: 1 year, office based, renewable subject to funding

Closing date for Applications: 5pm Friday 23rd May 2025.

Interview Date: Thursday, 29th May 2025 at the RSG office.

Starting Date: Immediate start possible

Benefits:

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