



Holistic and IAA Caseworker (IAA Level 1)

Location: Reading

Salary: NJC Scale 5 £28,598 - £29,540 - The salary offered will be based on the chosen candidate's level of experience and qualification.

Contract: 1-year, full-time, renewable subject to funding and appraisal

Hours: 37.5 per week, Monday to Friday (09.00 - 17.00)

Location: Office-based

About Refugee Support Group

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

Following a period of organisational growth and expansion, we are looking to recruit one full-time Caseworker IAA Level 1. To join our Casework Team and directly aid our clients by advising and supporting them with issues around housing, benefits, legal status, financial issues, and more.

This role will help us maintain our client-focused approach, uphold best practices, and ensure compliance with statutory regulations in the delivery of our services. More information about RSG can be found at www.refugeesupportgroup.org.uk

About the Role

We are looking for a patient, organised, sympathetic, and methodical caseworker. To provide an effective and efficient IAA level 1 asylum, immigration, and holistic advice service specifically to asylum seekers and refugees in the Berkshire area.

We will offer support and development training to acquire IAA level 2 accreditation through our partnerships with Refugee Action and their Frontline Immigration Advice Project (FIAP).

How to Apply

Please forward a CV and cover letter (2 pages max) outlining your suitability for the role, ensuring you refer to all criteria of the job description and person specification.

Please send to: recruitment@rrsg.org.uk

Principle Tasks and Responsibilities:

Casework

- Adhere to casework procedures and the IAA Code of Standards.
- Conduct with competence all tasks permitted under the direction of your manager.
- Interview clients in a sensitive and professional manner to enable them to explain their problems.
- Negotiate with statutory and non-statutory third parties on behalf of clients as requested.
- Advocate on behalf of clients and refer to other agencies as appropriate.
- Advise clients on relevant services for specialist help and signpost to specialist advisers or agencies, as appropriate.
- Lead on the holistic support offered at the drop-in centre. This includes supervising and supporting a team of caseworker volunteers. This falls within the remit of the casework team and you will be supervised by the casework team lead to ensure whole team cohesion.
- You will work with the rest of the casework team to provide wrap around support for clients. This could include supporting with Triage, covering Reception and directly seeing clients for IAA advice.
- Provide an advice service to the highest standard in line with 'Reading Advice Network (RAN)' and 'Safe & Sound' quality standards.
- Provide practical and emotionally sensitive support to clients while they traverse the challenging UK immigration system.
- Maintain comprehensive records on the case database system.
- Network and develop partnerships with local, regional and national information and advice providers.
- Report any safeguarding concerns to the safeguarding lead by following RSG policies/processes.

Training and Development

- Keep up to date with legislation, case law, policies and procedures relating to immigration, welfare benefits and housing advice issues.
- Undertake appropriate training.
- Prepare for and attend regular supervision sessions as required.
- Keep in touch with local issues, developments and changes in procedure of other agencies.



Participation in Development and Planning of the Service

- Participate in casework team and staff meetings as well as other relevant meetings and events, which may mean working an occasional evening or Saturday.
- Attend and input to planning process including the annual planning day.
- Produce reports as required for funders, senior management and the RSG Trustees.

Administration

- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and preparing reports and to meet the IAA code of standards.
- Participate in the collation of information and produce monitoring reports as per requirement.
- Ensure that all work conforms to the services systems and procedures
- Use RSG database for statistical recording, record keeping and document production.
- Provide support to Triage and Reception when required. This includes taking initial enquiries and supporting with urgent time-sensitive client issues. A key part of this will be working from the RSG office.

General

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

Required skills, abilities and experience:

		Essential	Desirable
1	Ability to work from the office – Reading	X	
2	Ability		X
3	Experience of providing or managing provision of a client focused advice service	X	
4	Experience of completing IAA level 1 cases in both immigration and asylum categories		X
5	Experience in drafting legal documents		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 handle own casework, multitask, and meet deadlines	X	
14	Ability to problem solve and engage in critical thinking to help with irregular cases and enquiries		X
15	Ability to handle challenging clients, situations and environments		X

It is very important that you set out how you meet each of these requirements when you complete the job application form



Refugee Support Group

Terms and Benefits

- **Probation Period:** 3 months
- **Notice Period:** 1 month (either side)
- **Working hours:** 09.00 – 17.00 with 30 minutes lunch break
- **Annual Leave:** 25 days + bank holidays
- **Additional Leave:** 1 extra day per year of service (up to 5 days)
- **Pension:** 6% employer contribution
- **Employee Assistance Programme (EAP):** 24-hour confidential support line and access to counselling
- **Cycle to Work Scheme**
- **Christmas Shutdown:** At the trustees' discretion
- **Welfare Days:** 2 per year

Additional Documents

- Equal Opportunities Monitoring Form (.docx)

Key Dates

- **Posted On:** 17 December 2025
- **Closing Date:** 28 January 2026, 5.00pm
- **Interview Date:** 2 February 2026