



## **Ethnic Youth Support Team**

### **Refugee & Asylum Seeker Advice & Support Caseworker**

#### **Job Description**

<b>Job Title:</b>	Advice & Support Caseworker
<b>Organisation:</b>	EYST
<b>Report to:</b>	EYST Manager
<b>Salary</b>	£8,800 per annum (£22,000 pro rata)
<b>Hours:</b>	14 hours per week
<b>Location:</b>	Swansea

#### **Background of the Post**

With Welsh Government funding, a consortium of organisations led by the Welsh Refugee Council are working together to deliver an Asylum Rights Programme which will improve access to support services and advice for refugees, asylum seekers and migrants across Wales.

#### **Purpose of the Post**

- To deliver the EYST provision as part of the Asylum Rights Programme funded by Welsh Government by providing effective advice and support to EYST clients and, as appropriate and within the remit of their professional qualification, to advocate on their behalf
- To provide advice, guidance and signposting to people seeking asylum and people with refugee status on a daily drop-in basis
- To provide support to a caseload of people seeking asylum and people with refugee status on a one-to-one basis

- To work effectively with partner agencies to improve access to mainstream services and improve integration outcomes
- To support and contribute towards the development of EYST'S advice service as a whole.

### **Major Duties and Responsibilities**

- To ensure that, at all times, clients are aware of what options are available to them and that they are empowered to pursue their chosen options, and provided with the necessary assistance to access resources
- To help clients with the completion of forms
- To negotiate with agencies, government departments, local authorities, immigration services, solicitors and other bodies to secure client's entitlements and/or access to services
- To advocate and make representations to mainstream service providers on behalf of clients
- To keep up-to-date with legislation and policy relevant to the post to ensure effectiveness and competence in delivering a high-quality service
- To facilitate interpretation as necessary (either directly or by arranging interpretation through others who are competent, registered with EYST and able to meet agreed standards)
- To work in partnership with service providers and key stakeholders to provide a holistic approach to meet clients' needs
- To undertake administrative tasks in relation to the above ensuring the capture of all client information and statistics
- To organize and deliver monthly social support sessions for the client group
- To manage basic office systems, e.g. client database, petty cash etc.
- To record all activities and to produce qualitative and quantitative reports on a regular basis and as required for monitoring and evaluation
- To participate in staff training, development and appraisal, as agreed with the line manager
- To prepare for and actively engage in the support/supervision and appraisal process provided by the EYST Manager
- To attend external and internal meetings relevant to the service, as agreed with the EYST Manager (these meetings will usually be in the locale, but may be held in other parts of Wales or the UK)
- To carry out all duties in accordance within the principles of EYST's Confidentiality Policy and within agreed norms of impartiality and boundaries
- To work on a flexible basis by performing other tasks not included above, but as necessitated by the needs and changing circumstances of EYST. These tasks will be dependent on location and workload, and will be identified by the EYST Manager
- To carry out the job in accordance with the aims, core values and appropriate procedures of EYST
- To abide by and to work to EYST's Equal Opportunities Policy at all times

- To take the lead within the EYST staff team to ensure the delivery of the Asylum Rights Programme according to the project plan
- To actively engage with key statutory agencies such as the Team Around the Family (TAF) initiative in Swansea, Social Services, Schools etc. and act as a keyworker as required

### **Flexibility**

In order to deliver a service, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Therefore, the post holder is required to be flexible and co-operative in carrying out other reasonable duties and responsibilities. This job specification will be subject to periodic review with the post holder to ensure that it accurately reflects the duties of the job.

### **Equal Opportunities**

EYST is committed to equality of opportunity in recruitment, the workplace and service delivery. The post holder is expected to follow EYST's Equal Opportunities Policy.

## PERSON SPECIFICATION

### Job Title: Refugee & Asylum Advice & Support Worker

Quality	Essential Requirements of the Post
Education & Training	<ul style="list-style-type: none"> <li>• DBS clearance.</li> </ul>
Job Experience & Skills	<ul style="list-style-type: none"> <li>• 12 months' caseworker experience advising vulnerable groups, in particular, people seeking asylum and people with refugee status</li> <li>• Experience of working with BME communities</li> <li>• An understanding of the sensitivity of service delivery to clients with differing language, cultural and religious backgrounds and working in a multicultural environment</li> <li>• Ability to communicate effectively including good listening skills</li> <li>• Ability to provide information and advice efficiently and sensitively to clients</li> <li>• Experience and the ability to negotiate and work in partnership with service providers, both statutory and non-statutory, on behalf of clients</li>   <li>• Ability to prepare reports in a concise and understandable manner</li> <li>• Ability to be administratively self-sufficient, including working knowledge of IT packages and basic IT competence</li> <li>• Ability to work as part of a team including with interpreters and volunteers</li> <li>• Knowledge and understanding of the asylum process in the UK, issues affecting people seeking asylum and people with refugee status and of local refugee and asylum seeker provision in Wales</li> <li>• Knowledge of child protection and safeguarding issues and procedures</li> <li>• Excellent spoken and written communication skills, sufficient to provide advice in English, and to advocate and negotiate on behalf of clients</li> <li>• Ability to speak a community language other than English (desirable)</li> <li>• Ability to absorb complex written and oral information</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Understanding of and empathy with people seeking asylum and people with refugee status</li> <li>• A demonstrable commitment to creating conditions of safety and justice for people seeking asylum and people with refugee status</li> <li>• The ability to work on own initiative without supervision and the ability to work as team member</li> <li>• Well organised with ability to work under pressure, prioritise workloads and meet targets/deadlines</li> <li>• A demonstrable commitment to equal opportunities, diversity and human rights.</li> <li>• Ability to work impartially, confidentially and within accepted boundaries and be clear about Conflict of Interest</li> </ul>