

Job Title: Community Programme Senior Caseworker (OISC Level 2/3)

Responsible to: Advice Manager

Responsible for: delivery of an effective casework service to members of the Community Programme at Migrants Organise and management of all volunteer caseworkers

Location: Generally working from Migrants Organise's office in Hackney and outreach locations within Greater London with some work from home depending on the needs of the role

Salary: £ 38,000 - £44,000 + benefits per annum (depending on experience and qualifications)

Hours: 35 hours per week. Flexible hours including some evening and weekend working

Duration: One year fixed term, extension subject to funding

Application Deadline: 8am Monday, 13th May 2024

Interviews: Saturday 18th of May 2024

About Migrants Organise

Migrants Organise is a platform where migrants and refugees organise for power, dignity and justice. We work across the UK to bring community organisations, individuals, and institutions together on a common platform to act with, not for, migrants and refugees. We aim to make our communities stronger, more powerful and create spaces for us to speak out on issues affecting migrants and refugees, from isolation, discrimination, immigration policy, structural racism and more.

Community Programme

The Community provides practical support, advocacy and training for refugees and migrants. We support about 550 individuals and their families per year. Our holistic approach includes advice services, group-work and mentoring with a particular focus on supporting vulnerable refugees and migrants.

We provide casework support including advice on housing, welfare benefits, community care, education, asylum support, immigration and employment. Migrants Organise is OISC registered and we work with an immigration barrister who provides weekly immigration advice sessions to our members.

We are looking for someone who is highly experienced in working with refugees or other vulnerable groups, and a strong commitment to equality, human rights and justice. A sound

understanding of mental health problems – be that through personal experience, or previous job role – is highly desirable.

Migrants Organise is an equal opportunities employer. We strongly encourage people with the personal experience of migration and/or a refugee background to apply for this post. If you would like to discuss further or would like to talk through the role before applying, please contact us sending a whatsapp message directly on 07913631257 or sending an email to: francesca@migrantsorganise.org.

If you are an expert by experience (a refugee or a migrant with direct, first-hand experience of issues and challenges of the UK asylum or immigration system), you can ask for an independent and confidential support for your job application from the Experts by Experience Employment Network (www.ebeemployment.org.uk). Please complete [this form](#) to request support and they will confirm if they can match you with a mentor to support your application.

To apply, please email your CV and a covering letter (maximum of two pages) explaining your experience and how you meet the person specification to recruitment@migrantsorganise.org

Please ensure that you address each point of the person specification in your covering letter. Be explicit and use examples of what you have done in the past that demonstrates that you meet the points outlined in the person specification.

The deadline for applications is Monday, 13th May 2024 at 8am. Interviews will be held in person on Saturday, 18th May 2024. Only shortlisted candidates will be contacted.

JOB DESCRIPTION

1 Duties and key responsibilities

- To provide advice and casework support to members in the areas of housing, community care, immigration, asylum support, education, welfare benefits by working closely with the Community Programme team
- To keep track of the progress of our members' cases and ensure that they receive ongoing and holistic support
- To ensure that casework records are compliant with policies and procedures and are kept up to date and meet AQS and OISC standards
- To gather data and assist with the monitoring and evaluation of the Community Programme
- To recruit, manage and supervise our volunteer caseworkers
- To contribute to Migrants Organise's policy and campaigning work

tel: 020 89644815 e-mail: info@migrantsorganise.org web: www.migrantsorganise.org.uk @migrantsorg

- To provide training staff, volunteers, mentors and external agencies on rights and entitlements of refugees, migrants and people seeking asylum in the UK

2 General Responsibilities

- To work to support the mission, ethos and values of Migrants Organise
- To be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position
- To work with other colleagues in the team to build a collaborative, relational working culture, rooted in Migrants Organise's values
- To report on the work as needed for the line manager, trustees, fundraising, annual report
- To support and promote diversity and equality of opportunity in the workplace

PERSON SPECIFICATION

All experience may be paid or voluntary, gained in the UK or abroad.

EXPERIENCE

- Substantial experience in the provision of delivery advice in one or more of the following: housing, welfare benefits, immigration, asylum support, community care (this could be experienced gained in the voluntary, statutory or legal sector)
- Experience of supporting vulnerable individuals with mental health issues
- Experience of training, managing and supervising volunteers
- Experience of providing outreach advice or advice in a drop-in setting
- Experience in designing and delivering training

EDUCATION/TRAINING

- OISC Level 2/Level 3 or IAAS accreditation or solicitor with immigration experience

KNOWLEDGE

- Up-to-date knowledge of welfare benefit, immigration, housing, community care and asylum support legislation
- Knowledge of the different types of housing problems experienced by, and options available to, migrants and refugees and those with no recourse to public funds

SKILLS AND ABILITIES

- Effective oral communication skills with particular emphasis on negotiation and representation
- Effective writing skills with the ability to draft correspondence and reports
- Ability to communicate effectively and sensitively with vulnerable members
- The ability to prioritise tasks, to identify and work to deadlines and to manage the time effectively under own initiative

PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS

- Able to travel in London to provide outreach advice to members
- Works well in a team with a flexible approach to work
- Personal resilience and the ability to stay focused in a rapidly changing environment
- Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of diversity issues to all areas of work
- Commitment to the values and ethos of supporting migrants regardless of their status
- Good working knowledge of Farsi/Arabic/Amharic or another language spoken by our members (desirable)