



Job Description- Resettlement and Integration Caseworker

Reporting to: Resettlement and Integration Coordinator

Responsible for: n/a

Salary: £18k to £19.5k depending on experience

Hours: Part time or full time, up to 35 hours per week

Contract- rolling monthly contract

Probation period: 4 months

The **Refugee and Migrant Centre (RMC)** is an established and vibrant charity working with new communities in the Black Country and Birmingham. We are seeking Resettlement and Integration Bank staff for Walsall and Wolverhampton.

About the role

The aim of this role will be to enable and empower newly arrived often vulnerable refugees to settle into their new communities with confidence.

As a resettlement bank staff you will work closely with the volunteers, floating support workers and Resettlement Manager to provide a wraparound service to our clients across Wolverhampton. Key elements of the service will include support with housing, health, education and employment.

There will be a requirement to record and document contact using online systems, ensuring an evidence based practice model of working and seamless support delivery for our clients.

Purpose of post

- To support refugee families and/or individuals who have newly arrived to the UK.
- To enable clients to sustain independence within their new communities.
- To provide bespoke support and intervention based on client individual needs.

- To work alongside volunteers and other organisations to assist refugees to reach their own goals and aspirations as part of their integration in the UK.

Main duties and responsibilities

For service delivery – working directly and with volunteers and support workers:

- Manage a caseload of clients:
 - Provide initial reception and orientation.
 - Carry out a holistic needs assessment and prepare a Personal Integration Plan with clients
 - Negotiate specialist intervention with external agencies as appropriate according to the client's needs.
 - To be the lead contact for all agencies and responsible for coordinating support for your key clients.
 - To lone work within client's homes.
- To deliver a comprehensive action plan for welcoming the refugees from preparation prior to arrival and support for the first year and beyond. This includes but is not limited to:
 - Checking suitability of properties with the housing partner
 - Welcoming families upon arrival at a UK airport
 - Registering with GP's, dentists and opticians; attending medical assessments and appointments; securing appropriate specialist medical care and liaising with different health services;
 - Working with Social Services to ensure all special needs are addressed;
 - Registering for Biometric Residence Cards and benefits, ensuring that refugees understand their financial rights and responsibilities;
 - Providing on-going orientation to the UK – information, classes, workshops and visits by key statutory services;
 - Registering and supporting children with local schools;
 - Facilitating access to ESOL (English for Speakers of Other Languages) classes for all newly-arrived adults;
 - Sign-posting and assisting in training, education and employment to ensure long term independence;
 - Organising trips and outings to places of interest and providing opportunities for social interaction.
 - To provide holistic support around all areas of need including housing, welfare, employment, substance misuse, family reunion and social engagement.

- To ensure that this work has a focus on fostering the independence of the clients and has respect for the culture, personal history and situation of all its users.
- To promote the long-term integration of refugees and the development of refugee communities by providing a range of tailored services to them and through working with other service providers to maximise opportunities for refugees.
- To work with clients to facilitate their access and engagement with mainstream statutory and voluntary sector services.
- To liaise as appropriate with the client's housing providers, ensuring that the clients are able to represent any concerns to the provider.
- To ensure that this work is carried out in accordance with RMC's values, principles, policies and procedures, specifically those around equal opportunity, confidentiality, impartiality and non-directive advice.
- With the support of the Manager, to maintain and develop excellent working relationships with and between external stakeholders in order to improve the availability of mainstream and specialist services for newly arrived refugees.
- To develop the service in collaboration with volunteers, and ensure that they receive all of the support they need to take an active role in the support of refugees
- To work as part of a multi-skilled team, supporting your colleagues and volunteers to achieve outcomes.
- To keep full, accurate and up-to-date case records.
- To provide written and oral reports as required.
- To work with the manager in reviewing, planning and developing the service.
- To carry out monitoring and evaluation processes as appropriate

For the Charity

- To play an active role in one or more RMC's working groups as required.
- To liaise with other teams in RMC as appropriate.

- To attend regular team meetings, in order to share information, monitor services and foster effective and supportive team working.
- To participate in supervision, appraisal and training as agreed with the Manager.
- To carry out administrative tasks in support of own work (e.g. word- processing, filing and recording on RMC's database).
- To carry out other duties consistent with the nature of the post, and in furtherance of the project.
- To carry out all the above in accordance with the aims, values and policies of RMC, in particular, confidentiality, impartiality and Equal Opportunities.

The above duties will be prioritised by the Head of Services in consultation with the post-holder. The post-holder may be asked to re-organise his/her work in order to help RMC to respond to changes in type or extent of needs of refugees, which can arise from time to time. This would be done in a way consistent with the purposes of the post and in consultation with the post-holder.

Candidate Specification

All experience may be paid or voluntary, full or part-time, in the UK or overseas. Candidates will be short-listed on the following specifications:

Experience – essential

- Experience of working with vulnerable people and an understanding of the needs of refugees, and the issues or difficulties which may affect their resettlement.
- Experience of comprehensively assessing need and creating risk management plans for multiple individuals.
- Experiences of supporting people to address their needs through support planning, case management and an understanding of the importance of involving clients fully as possible in that process.
- Experience of working with a wide range of professionals to access needs led intervention.
- Experience of working within a multitier staff team, inclusive of supporting volunteers to support clients.

Knowledge, Abilities and Skills- essential

- Knowledge and awareness of how to engage with hard to reach individuals, and understanding of the potential barriers to active engagement.

- An understanding of the issues facing refugees during integration to a new community.
- Good knowledge of the services available to support refugees.
- Proven ability to communicate and negotiate to a high level and build strong partnerships, both verbal and non-verbally with shareholders and stakeholders.
- Good organisational and monitoring skills, with the ability to prioritise.
- Excellent administrative skills including good computing skills and the ability to use I.T. applications.
- Understanding and a commitment to diversity and equality, with demonstrable cultural competence.
- Ability to lone work and complete delegated task with own initiative.
- Ability to be flexible to the needs of the organisation.
- **Fluent in Arabic, Farsi/Dari or Pashto**, excellent verbal and non-verbal communication.

Desirable

- Good local knowledge
- OISC (Office of Immigration Services Commission) regulated
- Experience of providing outreach support to families in their home.
- Car driver

In addition to the above, candidates will be interviewed on the following if they are short-listed. Candidates need not write about these points in the application form.

- Ability and understanding of how to provide high quality face-to face support in the community and minimum of two years' experience of having done so.
- Ability and experience of assessment and compiling appropriate packages of support with service users and two years' experience of having done so.
- Demonstrate an understanding of and commitment to service user involvement and fostering independence.
- Working knowledge of UK mainstream services e.g. Education, Health, Housing, Welfare Benefits and community support systems.
- Experience and understanding of cultural diversity and the ability to work with people from a range of different cultures.
- Understanding of and commitment to equal opportunities
- Ability to work in partnership with and provide support for volunteers and interpreters as appropriate.
- Good negotiating skills for working with a wide range of voluntary and statutory agencies.



- Commitment to the principles of confidentiality, impartiality and non-directive advice.
- Constructive approach to working within a small team and a larger agency.
- Excellent active listening skills.
- Good spoken and written English, sufficient to provide advice in English, to advocate and negotiate on behalf of clients.
- Open and reflective attitude to your own work and experience.
- Ability to plan and manage own workload.
- Ability to be administratively self-sufficient, including the working knowledge of Windows 98 and Word 2000 to the required standard.

Terms and conditions of employment

The following conditions of service will apply:

Salary	TBC
Location	Wolverhampton
Pension	RMC will contribute 3% of gross basic salary
Holidays	21 days per year plus public holidays pro rata for part-time post. Holiday entitlement increases to 24 days after 2 years and 29 days after 5 years.
Hours of Work	35 hours per week (excluding lunch breaks). Some evening and weekend work may be required for which time off in lieu should be claimed.
Probation	This post will have a probationary period of 4 months.
Notice	One month's notice of termination of employment on either side.
Disability	We are committed to making every reasonable adjustment to the workplace or working arrangements so as to accommodate people with disabilities.
Enhanced DBS:	Employment in this post will be subject to a satisfactory police clearance being obtained. Because of the nature of the work for which you are applying, this post is exempt from the Rehabilitation of Offenders Act 1974 (exception) Order 1975 and you are therefore not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act.
Travel expenses	If travel around the Black Country is undertaken in your own vehicle for work purposes can be reclaimed at the rate of 45 pence per mile.