

## Job Description

<b>Job Title:</b>	<b>OISC Accredited Caseworker (InterAction)</b>
<b>Job Purpose:</b>	<p>The purpose of this role is to provide immigration advice and casework within OISC regulations to asylum seekers and refugees, including initial asylum applications, fresh claims and leave to remain applications.</p> <p>The casework support for our InterAction project is delivered in our weekly drop-ins with referrals and ongoing support thereafter. The advice required covers a wide spectrum of need from higher level legal and specific OISC accredited work through to informing clients about how to access healthcare, housing, welfare benefits, education, employment, and other specialised services.</p> <p>Our InterAction service seeks to reduce destitution, homelessness, and isolation. The successful candidate will function as part of a team that delivers this service in an accessible and trauma informed space. We facilitate opportunities and connections which enable social interaction and engagement between volunteers, migrants, and local service providers.</p>
<b>Time Commitment:</b>	Full time 35 hours per week (Could be offered part time if desired)
<b>Salary Scale:</b>	Band 5, £26,750 to £29,536 (depending on experience) per annum plus 6% pension contribution (pro-rata)
<b>Contract:</b>	Permanent, funding dependent
<b>Responsible to:</b>	InterAction Project Manager
<b>Responsible for:</b>	Delivery of general advice and guidance, facilitating the integration service and associated OISC accredited casework.
<b>Location:</b>	Based at Newcastle with outreach to other Local Authorities. Working from our central offices with flexible working arrangements including work from home. Occasional regional or national travel for training or networking.

### Organisational Context

Action Foundation is an award-winning charity that provides opportunities for marginalised people to overcome their isolation and exclusion by providing:

- Accommodation for appeal rights exhausted asylum seekers (Housing).
- Short-term supported accommodation for those with refugee status (Letting).
- Community ESOL classes and Employability service delivered by trained staff and volunteers (Language and Learning).
- Multi-agency drop-ins, case work and outreach, facilitating social connections and welfare support (InterAction).
- Specialised practical, emotional and social support for asylum seeking and refugee children, families and young people. (Young Lives).

## **Duties and Responsibilities**

### **Casework:**

Coordinate and deliver the organisation's one to one case work support including:

- Providing immigration advice and casework within OISC Level 2 regulations to asylum seekers and refugees, including initial asylum applications, fresh claims and leave to remain applications.
- Assisting asylum seekers and refugees to know and enforce their rights in relation to healthcare, social services or accommodation, advising on access where appropriate.
- Applying for replacement papers for asylum seekers or refugees unable to access housing entitlements because of their lack of immigration status proof.
- Developing legal reference resources and associated links with immigration advisers, law centres and solicitors and other relevant bodies.
- Training and developing employees and volunteers to improve their knowledge and skills to enhance OISC provision and to quality assure the provision of OISC accredited advice.
- Advising clients of the correct support options and on their entitlements to housing, health, educational services and immigration support.
- Assisting with phone calls, emails, completion of forms, and providing advocacy for clients and where necessary referrals to specialist services.

### **Drop-ins:**

Provide support for the organisation and delivery of weekly drop-ins:

- Empowering and support clients to build diverse and sustainable relationships, develop confidence in mixing and conversing socially, to feel more informed about and connected to the local community and culture, and to access the opportunities and services available to them.
- Liaising with other organisations to facilitate attendance at the drop-ins and engagement with our clients.
- Assisting to ensure all relevant procedures are adhered to, specifically, appropriate risk assessments and operational responsibility for health and safety of volunteers and participants, including oversight of food hygiene.

### **Volunteers:**

Provide support to the InterAction service to develop the volunteer base of the project by:

- Developing and delivering training for volunteers.
- Supporting volunteers to fulfil their role and develop their skills.
- Contributing to the supervision of volunteers and assisting with the monitoring and recording of their progress.

### **General:**

Assist to further aims of the InterAction integration service by:

- Deputising, where necessary, for the InterAction Manager in terms of supervision, monitoring and reporting to management, funders and external evaluators.
- Assisting as appropriate with future fundraising and development of new areas of work where capacity allows.
- Being mindful of Safeguarding and Prevent duties including completing and keeping up to date with all necessary training, including Safeguarding Level 2.

- Assisting in the collection and storage of accurate and appropriate monitoring data, including registers, registration forms, monitoring questionnaires and casework notes.
- Ensuring confidentiality and data protection.
- Attending and contributing to All Staff meetings, team meetings and other organisational activity.

### Personal Specification/Key Competencies

#### Qualifications/Knowledge/Experience:

Action Foundation is looking for applicants who can evidence experience, qualifications and knowledge in the following areas:

- Accreditation to OISC Level 2 (Asylum & Immigration). (essential)
- Knowledge and awareness of the refugee sector. (essential)
- Advisory services related to immigration rules and procedures. (essential)
- Assessment of client's eligibility for immigration routes. (essential)
- Preparing and submitting visa applications on behalf of clients. (essential)
- Competent with working with interpreters and non-English speaking clients. (essential)
- Professional and safe working boundaries. (essential)
- Connection to knowledge of local, regional, and national support organisations. (desirable)
- Experience dealing with client safeguarding concerns. (desirable)
- Management and supervision of volunteers. (desirable)
- Training and managing other staff. (desirable)

#### Skills/Abilities:

In addition to the above we want applicants to provide examples as to how they satisfy the following criteria:

- A genuine desire to support people seeking asylum and refugees. (essential)
- Commitment to upholding and promoting vision and values of the organisation. (essential)
- Polished client service with cultural sensitivity. (essential)
- Ability to work to accurate and exacting standards. (essential)
- Good written and verbal communication skills. (essential)
- Strong interpersonal skills. (essential)
- Proficient with Office 365 computer software. (essential)
- Able to use own initiative to solve problems. (essential)
- Co-operative approach to collaborating and partnering with other organisations. (essential)

#### Other:

- Good organisational and planning skills particularly in time management. (essential)
- Attention to detail focused on quality and presentation. (essential)
- Motivated team player with a flexible and collaborative attitude. (essential)
- Can do, hands-on positive attitude. (essential)
- Proactive and resourceful multi-tasker. (essential)
- Ability to work independently and as part of a team. (essential)
- A full driving licence and use of own car. (desirable)

**Note:**

- This job description is not exhaustive, and amendments and additions may be required in line with future organisational changes.
- This post would require the taking up of two references and a DBS check.
- Action Foundation is an Equal Opportunity employer, and we welcome applications from all sectors of the community.