# Casework Coordinator

Thank you for your interest in the post of Casework Coordinator. This application pack contains the following:

* Information about HMSC
* Job description
* Person specification
* Equal opportunities monitoring form

The Application Form is a separate document.

Please apply by **completing the application form provided**. See the job description and person specification for essential requirements for this post and **address them in your statement**. We will shortlist candidates according to these criteria.

We would be grateful if you could also complete the Equal Opportunities Monitoring Form, which will be separated from the application and not considered as part of the selection process.

Please return your application by email to [joinus@haringeymsc.org](mailto:joinus@haringeymsc.org) (please write “Casework Coordinator recruitment” in the header). We will acknowledge receipt of all applications sent by email.

CLOSING DATE: Sunday 25th October 2020, 11.59pm. **We are scheduling interviews as the applications come in so please apply early.**

INTERVIEWS: w/c Monday 26th October 2020 – exact date to be confirmed

START DATE: asap

** **

POST: **Casework Coordinator**

Accountable to: Centre Manager

Hours: 28 hours/week (0.8 FTE)

Location: London, N15 (initially remote working, with occasional days in the office)

Salary: £30,457 incl Greater London Weighting, pro rata

Contract: 12 months’ fixed term contract, extension subject to funding

The post will require a current DBS check.

**INFORMATION ABOUT HMSC**

Haringey Migrant Support Centre (HMSC) provides a weekly Monday triage drop-in service offering initial advice and signposting services on immigration, housing, welfare and health issues, followed by advice appointments (usually on Tuesday) with immigration advisers (from Islington Law Centre, and Coram Children’s Legal Centre) and housing/welfare advisers.

HMSC also works closely with organisations which support it with specialist outreach advice: for example, Lawstop Solicitors (housing and community care), Doctors of the World and Project 17. Links and referral routes have also been established with (amongst others) solicitors’ firms, accommodation providers, local food banks and soup kitchens, local children’s centres, CABx, the Refugee Council and Refugee Action. HMSC employs a Centre Manager, a Destitution Coordinator (3 days a week), a Caseworker for Families and Young People (4 days a week) and an Interim Office Manager, and has about 50 volunteers working with it in various roles. The team will soon grow by two new members of staff. HMSC is authorised to provide immigration advice and services at OISC level 3.

During the Covid-19 crisis HMSC has been working remotely and in a limited capacity. We have been supporting our existing visitors (clients) and took on a limited number of new cases. We have also used the time to upgrade our IT systems and to prepare for implementation of a new case management system.

We are now working to scale up our services again and as part of that, we are recruiting for a newly created role of Casework Coordinator.

The role would suit someone with excellent organisational and communication skills, and with experience of working or volunteering in a small charity in a frontline role. The ideal candidate will want the challenge of working in a committed and friendly team, with the opportunity to gain considerable frontline experience of coordinating the delivery of a busy advice service for migrants, including supervision of volunteers, monitoring & evaluation, and maintaining relationships with an array of external agencies.

**JOB DESCRIPTION – CASEWORK COORDINATOR**

**PURPOSE OF THE POST**

The Casework Coordinator will be responsible for coordination and delivery of triage, advice and casework services for HMSC visitors (except for those that are the specific responsibility of the Destitution Coordinator and the Immigration Adviser) and will undertake a range of duties designed to develop, design and promote the service. The Coordinator will supervise the work of volunteers and ensure that data monitoring and other administrative systems are effectively utilised to monitor and progress the work of the Centre.

**1. Service Delivery**

**The post holder will be responsible for:**

1.1. Coordination of running of the weekly triage service to ensure that visitors receive a high quality and responsive service;

1.2. Ensuring that triage volunteers and advisers are kept informed and supported through regular briefings and debriefs;

1.3. Ensuring that services are delivered to agreed standards, including OISC Code of Standards, and in line with relevant policies, procedures and good practice;

1.4. Ensuring that services are accessible and promoted in a culturally sensitive way;

1.5. Ensuring that emergency provisions (hardship grants, food vouchers, etc.) are distributed and resources utilised in line with policies, guidance and procedures;

1.6. Providing triage to an allocated proportion of visitors and in cooperation with immigration and welfare/housing advisers;

1.7. Liaising with other triage advisers in respect of appointments and casework, and ensuring prioritisation of cases in line with relevant procedures and good practice;

1.8. Setting up appointments for outreach advisers (specific projects), in cooperation with the other triage advisers;

1.9. Liaising with outreach advisers before, during and after appointments to ensure that they have all the necessary case notes and documents, their notes are complete and any follow-up actions are identified, carried out and recorded;

1.10. Overseeing casework for individual visitors falling outside of the remit of the in-house advisers, currently the Destitution Coordinator, Caseworker and Immigration Adviser;

The post holder will contribute to:

1.11 Identifying opportunities for and supporting service development and improvement

**2. Volunteer Coordination**

**The post holder will be responsible for:**

2.1. Maintaining a rota of volunteers (with assistance from the Development Coordinator) and facilitating regular attendance of triage and casework volunteers;

2.2. Supervision of a proportion of triage volunteers, advising and guiding them to facilitate appropriate referrals and signposting, advocacy, gathering of relevant evidence, etc.;

2.3. Prioritising and delegating work to triage and casework volunteers;

2.4. Supervising triage and casework volunteers’ performance, including conducting regular case reviews on the case management system and providing feedback;

2.5. Conducting regular ‘casework and advocacy’ training sessions for newly recruited volunteers, in cooperation with other in-house advisers and including training on the case management system;

2.6. Identifying training needs of volunteers, especially in areas falling outside of HMSC specialisms, and liaising with the Development Coordinator (who will be responsible for sourcing and organising training);

2.7. Maintaining good communication with volunteers between sessions, including producing bulletins and organisation of casework meetings as appropriate;

2.8. Developing and maintaining up to date tools and handbooks for triage and casework volunteers;

2.9. Ensuring that triage and casework volunteers adhere to HMSC policies, procedures and good practice to ensure a safe, effective and efficient environment and service delivery in line with agreed standards

**The post holder will contribute to:**

2.10. Ensuring, with the Centre Manager and other colleagues, that future requirements for volunteers are identified;

2.11. Effective recruitment and induction of volunteers as required for the service;

2.12. Developing, with relevant specialist colleagues, of new training materials and guidance for volunteers.

**3. Management of Information**

**The post holder will be responsible for:**

3.1. Ensuring that visitor and service statistics are collected in a systematic way;

3.2. Ensuring that accurate and complete, electronic and paper-based filing and database records are maintained by volunteers and outreach advisers and in accordance with quality standards and data protection;

3.3. Monitoring activities and maintaining up-to-date records, in particular for project-specific monitoring;

3.4. Ensuring that confidentiality and data protection are maintained in relation to all aspects of the service;

3.5. Ensuring that HMSC’s signposting and referral information, both practical and advice-based, is up to date and relevant to visitors’ needs.

**The post holder will contribute to:**

3.6. Developing of data management tools to ensure improved record keeping and case monitoring;

3.7. Implementation of monitoring procedures and ensuring that information is fed into structured evaluation of HMSC’s work, as well as learning and advocacy processes;

3.8. Provision of data, project updates and reports as required for the Board, grant applications and monitoring reports;

3.9. Preparation of reports (narrative) to Trusts and Foundations in line with their requirements.

**4. External partnerships, sector engagement, outreach, networking, publicity, advocacy, awareness raising**

**The post holder will be responsible for:**

4.1. Developing and maintaining good working relationships with external partners as required for the role and with reference to line manager, ensuring that referrals to and communications with partners are conducted appropriately;

4.2. Developing and maintaining referral pathways and communications with external agencies, including representing HMSC in multi-agency meetings, as required.

**The post holder will contribute to:**

4.3. Identification of other services relevant to visitors’ needs, on an ongoing basis;

4.4. Ensuring that HMSC services are developed and delivered in coordination with the wider sector;

4.5. Sharing information to support local campaigns, policy and strategic legal work;

4.6. National advocacy and communications efforts where possible;

4.7. Planning and implementation of local awareness raising and advocacy activities (e.g. public information sessions for visitors and the wider public) with reference to Centre Manager and in line with agreed organisational approaches.

**5. Administration**

**The post holder will be responsible for:**

5.1. Maintaining good administrative and IT systems relevant to the post;

5.2. Responding to correspondence and telephone enquiries, especially in relation to casework;

5.3. Performing other clerical and administration duties commensurate with the post.

**The post holder will contribute to:**

5.4. Developing of HMSC procedures and working practices.

**6. Visitor engagement and involvement**

**The post holder will be responsible for:**

6.1. Facilitating visitor access to sources of information, and encouraging advocacy among visitors.

**The post holder will contribute to:**

6.2. Ensuring that visitors have appropriate opportunities to provide feedback on the service which is then used for service improvement;

6.3. Ensuring that effective processes are in place to allow people with lived experiences to contribute to service delivery design and development;

6.4. Where opportunities exist, ensuring that visitors are supported to engage in wider advocacy and communication opportunities.

**7. Development work incl Fundraising**

**The post holder will contribute to:**

7.1. The development of fundraising bids;

7.2. Identifying and designing of new service developments.

**8. Staff/Personnel Management**

**The post holder will be responsible for:**

8.1. Supervision of casework and triage volunteers.

**The post holder will contribute to:**

8.2. Making arrangements for locum cover for triage sessions.

**9. Risk management and escalation**

**The post holder will be responsible for:**

9.1. Ensuring that casework risks are identified, managed and escalated if appropriate;

9.2. Ensuring that critical casework events are rapidly identified and allocated to an appropriate specialist adviser.

**The post holder will contribute to:**

9.3. Ensuring that issues are identified and managed, or escalated to the Centre Manager;

9.4. Ensuring that procedures, policies and guidance are followed to ensure a safe, effective and efficient environment;

9.5. Ensuring that risks and health and safety issues are rapidly identified, managed and escalated as appropriate;

9.6. Ensuring that safeguarding concerns are identified and receive appropriate responses according to policies, procedures and good practice.

**OVERARCHING RESPONSIBILITIES**

a) Give effect to HMSC’s fundamental aim of providing a safe and caring environment for its visitors;

b) Express in practice the values and ethos of HMSC in the way people are treated;

c) Enable and encourage visitors (clients) to take advantage of the opportunities and services provided by and at HMSC;

d) Enforce and implement sensitively HMSC’s policies and procedures, especially in relation to behaviour in the Centre;

e) Work collaboratively with other HMSC staff, sessional workers, advisers, and volunteers;

f) Work within and support the overall policies and procedures of HMSC;

g) Be aware of opportunities for growth;

h) Liaise with the Board of Trustees and to ensure it is informed of HMSC’s activities;

i) Provide contingency cover for colleagues in periods of absence as requested by line manager;

j) Follow procedures, polices and good practice in respect of budget and finances;

k) Proactive in supporting own professional development.

**PERSON SPECIFICATION**

Position: **Casework Coordinator**

Item marked **E** are essential and **D** are desirable

|  |  |
| --- | --- |
| **Education/ Training** | **E -** Educated to at least A level (or equivalent), preferably degree level or equivalent qualification, or appropriate experience |
| **Experience** | **E -** Experience of working or volunteering in a small charity in a service support role  **E -** Experience of working or volunteering in a charity focused on the needs of refugees and migrants, particularly those who are multiply disadvantaged and/or live in destitution  **E -** Experience of providing assistance on an emergency basis, where solutions to complex matters have to be found quickly  **E -** Experience of maintaining and reviewing case files (paper/electronic)  **E -** Experience of working with databases, and of recording and reporting of outcomes  **D -** Experience of monitoring and evaluation of advice work  **E -** Experience of providing support, supervision and training to volunteers  **E -** Experience of coordinating projects  **E -** Experience of maintaining effective working relationships with a wide range of agencies |
| **Knowledge/ Technical Skills** | **E -** Understanding of the voluntary sector and of the issues facing small voluntary organisations  **E -** Clear understanding of the issues affecting refugees and migrants  **E -** Knowledge of other refugee, migrant, homelessness and appropriate relevant organisations  **E -** Working knowledge of UK legislation affecting refugees and migrants (in the areas of immigration, housing, welfare, employment, etc.)  **E -** Knowledge and understanding of the support available to the visitor group, including referral processes to statutory and non-statutory support agencies  **E -** A sound understanding of child protection and safeguarding procedures  **E -** Ability to keep accurate records of activities  **E -** Excellent IT skills, including confidence to use databases and communications packages  **D -** Experience and understanding of working to Quality Assurance Standards  **D -** Authorized to provide immigration advice at OISC Level 1 (or able to obtain the accreditation at this level within 6 months of taking up the post) |
| **Personal skills** | **E -** Highly effective communication and interpersonal skills, including communicating with those whose first language is not English  **E -** Understanding of and ability to deal with refugees’ and migrants’ issues with cultural sensitivity and awareness  **E -** Proven ability to work flexibly in a team, in a stressful and pressurised environment  **E** - Ability to work independently and on own initiative, taking responsibility for delivering and reporting on set targets; ability to prioritise and work to deadlines  **E -** Ability to encourage and motivate others  **E -** Ability to think creatively, and adopt proactive and holistic responses to address the complex issues of migrants; excellent problem solving skills  **E -** The ability and commitment to maintain confidentiality of client information and to remain responsive to their needs  **E -** Ability to work in a diplomatic, efficient and professional manner both verbally and in writing, ensuring accuracy of information given and received  **E -** A high standard of written and spoken English  **E -** Accuracy and attention to detail  **E -** Demonstrable commitment to the principles of equal opportunities  **E** - Excellent administrative, time management and organisational skills  **D -** Ability to speak language(s) relevant to HMSC visitor group |
| **Special Circumstances** | **E -** Commitment to ongoing training and involvement in the advice work of HMSC  **E -** Commitment to keeping abreast of developments within the welfare, asylum support and immigration sphere that will impact on migrants  **E -** Availability, on rare occasions, to work outside of normal office hours (evening meetings) |

**Equal opportunities monitoring form**

In the interests of monitoring our recruitment procedures we would be grateful if you could complete this form. We will separate this document from the application form and it will not take part in any selection process.

**Please tick as appropriate**

Male  Female  Other

**What is your ethnic group?**

**A White**

English / Welsh / Scottish / Northern Irish / British

Irish

Gypsy or Irish Traveller

Any other White background, please write in …………………………………..

**B Mixed/multiple ethnic groups**

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background/multiple ethnic background, please write in………………………

**C Asian or Asian British**

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background, please write in ……………………………………………..

**D Black or Black British**

Caribbean

African

Any other Black background, please write in …………………………………

**E Other ethnic group**

Arab

Any other ethnic group, please write in …………………………………………

**Do you have a disability as defined under the Disability Discrimination Act (**defined asa physical or mental impairment which has a substantial and long-term adverse effect on [your] ability to carry out normal day-to-day activities)**?**

Yes

No

**What age group do you belong to?**

Under 25

26 – 35

36 – 50

51 and over

**Thank you for providing this information to assist us with our recruitment monitoring**