



## **Casework Volunteer**

This role would suit a person with extensive casework experience, for example, housing and welfare matters, including disability and other specialist benefits claims. It would be essential for the successful candidate to have a deep existing understanding of issues facing HMSC's visitors, in particular people who have No Recourse to Public Funds (NRPF). The person will work within HMSC's Housing and Welfare Casework team and will be expected to work independently on tasks.

### **When?**

**Every week on Tuesday, from 9.30am to 4pm.**

### **Where?**

You will be working from our office in **Haringey (N15 3AA)**.

### **Tasks**

- Completing casework tasks, as required, mainly relating to housing and welfare issues.
- Assisting visitors in liaising with external bodies, such as DWP or Migrant Help.
- Working with visitors to complete forms, for example a freedom pass form or benefits claim. This will include making phone calls, gathering evidence, liaising with visitors, and, at times, advocating on their behalf.
- Supporting visitors to engage in local community activities and support.
- Meeting with visitors and discussing their case to make sure they are fully informed and supported.
- Researching other support organisations and signposting visitors.
- Maintaining clear records of actions performed and results in our case management system.

### **Requirements**

- Substantive casework experience, particularly on housing and welfare matters
- A deep understanding of Home Office and Local Authority gatekeeping towards migrants
- Experience of working with vulnerable and disabled people
- Good analytical and writing skills and an ability to grasp complex legal issues.
- Personal qualities
  - ✓ Empathy and understanding of the complex issues faced by migrants.

- ✓ Patient, calm manner when dealing with vulnerable visitors.
- ✓ Good communication skills: ability to write clear letters and notes, and to deal with a range of people and agencies over the phone.
- IT and computer skills
  - ✓ **Good computer skills and knowledge of Office 365 are essential.** You will be working with cloud-based files, shared email addresses, online chats, remote video calls, etc.
  - ✓ We use a case management system / database called Lamplight. Full training will be provided but you should be willing and comfortable to learn and work with new systems.

### **Benefits**

- Valuable experience at the frontline of a grassroots organization with hands-on casework experience, in a small friendly team.
- Better understanding of immigration and refugee issues, rights and entitlements of migrants, as well as ways to deliver practical support to vulnerable migrants facing the 'hostile environment'. Additional training will be provided when possible.
- Professional reference.
- Reimbursement of travel and lunch expenses (£5 for lunch).