

Thank you for your interest in the post of **CASEWORKER FOR MIGRANT FAMILIES AND YOUNG PEOPLE**

This application pack contains the following:

1. Job description
2. Person specification
3. Conditions of service

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

**CLOSING DATE: Tuesday 31<sup>st</sup> March 2020, 5pm**

**INTERVIEWS: w/c Monday 13<sup>th</sup> April 2020**

**START DATE: w/c Monday 18<sup>th</sup> May 2020**

### **GUIDANCE ON APPLYING**

Please apply for this post by sending in a **completed application form**. 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. The enclosed person specification lists the essential requirements for this post. When short-listing for interview, the selection panel can only consider the information contained in your application. You will not be short-listed for interview unless you can **show** that you meet these requirements. Your application will be evaluated on how you have addressed each point in the person specification and the examples you give of your experience. Please also provide details of your education, training and work experience.

Work, paid or voluntary, is not the only means of showing you meet the requirements of the post. You may also have acquired relevant knowledge and skills through your life experience. If so, please try to demonstrate this.



### **JOB DESCRIPTION**

<b>POST</b>	<b>CASEWORKER FOR MIGRANT FAMILIES AND YOUNG PEOPLE</b>
<b>PROJECT</b>	<b>HARINGEY MIGRANT SUPPORT CENTRE</b>
<b>ACCOUNTABLE TO</b>	<b>HARINGEY MIGRANT SUPPORT CENTRE MANAGER</b>
<b>SALARY</b>	<b>NJC Pt 20 (old 27) plus GLW (£27,938 pro rata)</b>
<b>HOURS</b>	<b>2 days per week (Tuesday and Thursday)</b>

This is a post created as part of the "Moving out of Hardship" project and is funded by the National Lottery Community Fund. The 'Moving out of Hardship' project is a joint project between Hackney Migrant Centre, Haringey Migrant Support Centre and Coram Children's Legal Centre. It assists vulnerable migrant families and young people (under 30) in London with problems arising from their immigration status, to access the advice and support needed to improve their situation. It provides immediate short-term practical support (e.g. food, small cash payments and emergency housing), as well as longer-term casework to help resolve the underlying causes of destitution and build resilience to cope with future crises. It works closely with other agencies and through advocacy work to raise the profile of this group and improve collective expertise in responding to their needs.

The post holder will be employed by Haringey Migrant Support Centre (HMSC). Hackney Migrant Centre (HMC) also employ a Caseworker, who works three days a week and provides advice and casework at HMC's drop-in, as well as project development support. The post holder will also work alongside an Immigration Advisor employed by Coram Children's Legal Centre

(CCLC) who provides weekly outreach advice consultations and follow-up support to vulnerable clients at HMC and HMSC. The HMSC Caseworker will guide clients on addressing immediate difficulties around housing and destitution.

HMC and HMSC both run busy weekly drop-ins (HMSC on a Monday, HMC on a Wednesday) providing a range of services to vulnerable migrants who have immigration, housing, welfare and health problems. The projects are a key resource in London, are very well networked with other agencies and are committed to developing our services in response to changing needs. HMC and HMSC provide:

- Free immigration and welfare advice
- Health advocacy, especially help in accessing NHS health services
- A nutritious meal and a sociable atmosphere

As part of the role, the Caseworker will provide advice and training to volunteers at HMSC on how to support visitors to these centres. They will also build up and manage a caseload of vulnerable migrant families and young people, supporting them on a longer term basis, outside of the drop-in.

## **DUTIES AND ACTIVITIES OF THE POST**

1. Advice and casework
  - i) Provide advice and casework support to vulnerable migrant families and young people accessing HMSC.
  - ii) Maintain records on their cases and regularly review their progress to ensure people are getting appropriate support
  - iii) Identify vulnerable migrant families and young people and refer them to appropriate external agencies.
  - iv) Develop links and partnerships with other organisations to enable effective joint working to assist vulnerable migrants
  - v) Develop and maintain a set of up to date resources about support for vulnerable migrant families and young people.
  - vi) Collect information, statistics and case studies on vulnerable migrant families and young people and the issues they face for the purposes of improving service quality, to meet the requirements of funders, and to assist relevant policy/strategic legal work
2. Collaborative Working:

- i) to collaborate effectively with our current welfare adviser. This will involve co-working on some cases due to the nature of part-time working;
- ii) to refer people for specialist help where it is needed and requested, whether to advisors within HMSC or in other agencies;
- iii) to help cover the work of the team during absences, vacations or when the manager of HMSC or the welfare adviser are under pressure;
- iv) to participate actively in staff meetings, and other meetings as may reasonably be required;
- v) to assist and support volunteers and interns as required;
- vi) to work with partner agencies to explore creative solutions to the problems vulnerable migrant families and young people face and develop new opportunities.
- vii) to assist with the organisation of public information sessions for visitors, volunteers and the wider public and to take part in these events.

3. Other Duties:

- i) to assist in producing service statistics and monitoring information, to meet the requirements of service funders and for the purposes of improving service quality;
- ii) to carry out administrative tasks relevant to the post, including report writing where required

The post holder will be expected to work in line with the ethos of our organisations in the following ways:

- i) to support HMSC's fundamental aim of providing a safe and caring environment for their visitors
- ii) to enable and encourage visitors to take advantage of the opportunities and services provided by HMSC;
- iii) to implement sensitively HMSC's policies and procedures, especially with regards to confidentiality and equal opportunities;
- iv) To work collaboratively with other Centre staff, advisors and volunteers;

## PERSON SPECIFICATION

Position: Migrant Families and Young People's Caseworker

Items marked E are essential and D are desirable

<p><b><u>Education/ Training</u></b></p>	<p><b>E</b> - Educated to at least A level, preferably degree level or equivalent qualification, or appropriate experience</p>
<p><b><u>Experience</u></b></p>	<p><b>E</b> - Experience of providing advice and support to asylum-seekers, refugees, undocumented migrants and migrants who have no recourse to public funds.</p> <p><b>E</b> - Experience of providing advice and support to destitute migrant families.</p> <p><b>E</b> - Experience of advocating with local authorities on behalf of undocumented migrants / migrants with leave + NRPF, for statutory provision under Section 17 Children Act 1989.</p> <p><b>E</b> – Ability to prepare detailed referrals to Social Services and community care solicitors in respect of homeless migrant families.</p> <p><b>E</b> - Demonstrable understanding of good practice in one-to-one casework with multiply disadvantaged people</p> <p><b>D</b> – Experience of responding to urgent crises with efficiency and professionalism (i.e., supporting homeless families to access out of hours' accommodation)</p> <p><b>E</b> - Proven ability to work in a team in a stressful and pressurised environment</p> <p><b>D</b> - Experience of maintaining effective working relationships with a wide range of agencies</p> <p><b>D</b> - Experience of providing advice on an outreach setting or drop-in basis</p> <p><b>D</b> - Experience of working with databases</p> <p><b>D</b> - Experience of recording and reporting outcomes to funders</p>
<p><b><u>Knowledge/ Technical Skills</u></b></p>	<p><b>E</b> - Knowledge of other refugee, migrant, homelessness and appropriate relevant organisations.</p> <p><b>D</b> – Effective communication and collaborative skills necessary to maintain and build partnerships with relevant organisations.</p> <p><b>E</b> - Knowledge of housing, asylum support provision and community care support for migrants</p> <p><b>D</b> – Knowledge of eligibility criteria under The Care and Support (Eligibility Criteria) Regulations 2014 and advocating with Adult</p>

	<p>Services, under the Care Act 2014</p> <ul style="list-style-type: none"> <li><b>D</b> - Working knowledge of UK immigration legislation affecting refugees and migrants and the impact a migrant's immigration status can have on their entitlements e.g. benefits, healthcare, right to work</li> <li><b>D</b> – Knowledge of the No Recourse to Public Funds policy, how this affects migrant families, and the requirements necessary to lift this condition</li> <li><b>E</b> - Good understanding of the asylum and immigration system and the difficulties experienced by migrants in the UK</li> <li><b>E</b> - Ability to keep accurate records of activities</li> <li><b>E</b> - IT literate. Experience of using email, word processing and spread sheet packages, access databases</li> </ul>
<b><u>Personal skills</u></b>	<ul style="list-style-type: none"> <li><b>E</b> - Highly effective communication and interpersonal skills</li> <li><b>E</b> – Excellent time management skills and ability to juggle competing demands</li> <li><b>E</b> - Understanding of and ability to deal with refugees' and migrants' issues with cultural sensitivity and awareness</li> <li><b>E</b> - Ability to think creatively, and adopt proactive and holistic responses to address the issues of vulnerable migrant families and young people</li> <li><b>E</b> - The ability to maintain confidentiality of client information and remain responsive to their needs</li> <li><b>E</b> - Ability to work on own initiative <b>and</b> as part of a team</li> <li><b>E</b> - Ability to work in a diplomatic, efficient and professional manner both verbally and in writing, ensuring accuracy of information given and received</li> <li><b>E</b> - A high standard of written and spoken English</li> <li><b>E</b> - Demonstrable commitment to the principles of equal opportunities</li> <li><b>E</b> – Commitment to migrants' rights.</li> </ul>
<b><u>Special Circumstances</u></b>	<ul style="list-style-type: none"> <li><b>E</b> - Commitment to ongoing training and involvement in the service</li> <li><b>E</b> - Commitment to keeping abreast of developments within the welfare, asylum support and immigration sphere that will impact on migrants</li> <li><b>D</b> - Ability on occasion to work outside of normal office hours (evening meetings)</li> </ul>

## CONDITIONS OF SERVICE

### **POST: CASEWORKER**

**Salary:** £27,938 pro rata (£11,175 per annum) plus 5% pension

**Contract:** This position is currently funded until the 31<sup>st</sup> of May 2021 (dependent on meeting targets outlined in funding application).

**Working Week:** 2 days per week - Tuesday and Thursday.

**Annual Leave:** 5 weeks per annum pro rata.

**Probation:** 3 months.

**Flexibility:** The job description sets out the duties that exist at the moment. They may vary from time to time without changing the general character of the duties or the level of responsibility.

**Equal Opportunities:** Haringey Migrant Support Centre is committed to operating as an equal opportunities organisation. We welcome applications from refugees and other migrants, to reflect the composition of our client group.

We are not able to arrange work permits for people who do not already have the right to work in the UK.

This post will require a Disclosure and Barring Service check.