

Kirklees Citizens Advice and Law Centre

Job description

<u>Job title</u>	Asylum/Refugee Support Caseworker – Transition Support Services
<u>Reporting to</u>	Development Manager File reviews and quality of work supervision will be undertaken by the Asylum Supervisor.
<u>Salary</u>	Employer's pension contribution of 8% of gross salary Westfield Health cover
<u>Hours</u>	37 per week
<u>Purpose of Job</u>	To deliver an asylum and immigration advice, information and support service to refugees and asylum seekers. To work with clients making Windrush compensation applications and those making immigration applications who need additional assistance.
<u>Location</u>	Based in KCALC offices in Dewsbury but delivering services from Huddersfield as required

Duties and Responsibilities

- To deliver a first tier advice service to asylum seekers and refugees within the limitations of OISC regulation, including advice on asylum, family reunion, fresh claims, and citizenship.
- To undertake support work for asylum seekers and refugees to include accommodation, asylum support payments, transition and settlement.
- To assist clients making Windrush compensation applications
- To assist clients who are experiencing problems with immigration applications because of the need to establish "good character"
- To keep records fully and accurately on both manual and designated IT systems.
- To work to OISC requirements
- To keep up to date with changes in legislation, guidance and practice, and undertake appropriate training to ensure that service delivery is of the highest possible quality
- To support a team of existing volunteers to deliver the service
- To help train and support new volunteers to deliver the service
- To liaise with other practitioners within KCALC and in other partner organisations to signpost and refer clients appropriately
- Ensure that all work undertaken meets KCALC's policies and procedures

- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the KCALC service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Organisational Ethos and Expectations

As part of their role with Kirklees Citizens Advice and Law Centre all staff to :

- Have a commitment to the aims, objectives and ethos of the organisation, and follow policies, procedures and systems.
- Keep the clients' needs at the centre of all the organisation's activity, seeking to deliver the best possible service within resource and operational constraints
- Communicate well and appropriately with colleagues and clients, keeping others informed and consulting as much as possible
- Have a professional attitude, being flexible, supportive and cooperative in working together with other staff members and volunteers.
- Show respect for all colleagues, volunteers and clients in how they speak and act and always behave in a non-judgemental way
- Be willing to learn, accept constructive feedback, adapt to change, always aim to improve efficiency and quality, and take responsibility for their own work.