

# Refugee & Migrant Services Caseworker (Maternity Cover)

The King's Arms Project was started over 30 years ago as a response to seeing people sleeping rough on the streets of Bedford. Founded on the Biblical mandate for social justice, we have grown into a charity which works with the local community and National Government. We provide professional advice, innovative solutions and person-centred care to those at risk of homelessness and social isolation.

## **Our Vision**

Every person thriving in a place they call home, living a fulfilling life in community.

## **Our Mission**

To tackle homelessness, displacement and social isolation by

- Providing opportunities for people to thrive and have a home.
- Connecting people into meaningful communities.
- Demonstrating the love of Jesus.
- Advocating for Justice.

## **Our Values**

Hope – We believe there is hope for everyone, always.

Community – We all thrive when we are connected in community.

God is Good – We depend on God and His goodness for everything we do.

Learning & Excellence – By seeking to learn, listen and grow we are better able to achieve excellence in all that we do.

## JOB DESCRIPTION

|                      |   |
|----------------------|---|
| Hours:               | 40 hours per week                                     |
| Fixed Term Contract: | 3rd March 2023  |
| Pay:                 | £23,344.90 per annum                                  |
| Benefits:            | Pension Scheme, Life Insurance, Employee Discount App |
| Accountable to:      | Refugee & Migrant Services Team Leader.               |
| Line Manager:        | Refugee & Migrant Services Team Leader.               |
| Holiday:             | 25 days per annum + bank holidays                     |
| Probation:           | 3 months  |

## SUMMARY OF POST

Key internal relations: R&MS Caseworkers, Refugee & Migrant Services Manager, ESOL Team, Accommodation Team, Pathways to Employment Team.

Key external relations: Central Bedfordshire Council, EELGA, Home Office, OISC, Bedford Borough Council, BRASS, British Red Cross.

The Refugee & Migrant Services Support Team, work alongside interpreters, our ESOL team and volunteers to meet clients' needs as directed by the R&MS Team Leader. The post is based at our offices in Bedford but will involve some local travel to deliver support and home appointments. Our team deliver a number of services, including:

- Providing vulnerable migrants with high quality information and advice, empowering them to make well-informed choices.
- Welcoming and providing holistic integration support to resettled refugee families, empowering them to live independently with less support as time goes on.
- Providing supported accommodation for people who have been refused asylum.

King's Arms Project respects individuals of all faiths and none. This post carries a genuine occupational requirement (GOR) that the post-holder be a practising Christian.

## **MAIN DUTIES AND RESPONSIBILITIES**

- o Building trust and maintaining positive working relationships with all clients, external agencies and other areas of KAP.
- o Systematic recording of all notes and actions related to client support, maintaining up-to-date risk assessments and support plans using our case management system.
- o Fulfilling funders' & commissioners' reporting requirements; generating statistics, case studies and keeping detailed records.
- o Preparing suitable accommodation for clients.
- o Meeting resettled families at the airport and bringing them to their new homes.
- o Ensuring clients understand their rights and responsibilities regarding their accommodation, supporting them to fulfil these.
- o Supporting clients through advocacy to access; health & wellbeing services, welfare benefits, housing, immigration advice, community events, education, training, volunteering and paid work.
- o Assisting resettled families' children to access education and ensuring appropriate support is in place for them.
- o Provide advice and support to resettled families through home appointments in Central Bedfordshire.
- o Provide advice and support to clients both remotely and at in-person meetings

## **ADDITIONAL DUTIES & RESPONSIBILITIES**

- o Maintaining working practices that reflect the overall ethos and vision of KAP, including following our policies, procedures and code of conduct.
- o Respecting and supporting the whole KAP staff team, contractors and volunteers.
- o Taking responsibility for your own workload and your own personal development.
- o To actively participate in supervision sessions (1-2-1s, team meetings and annual reviews).

- o Attending and being involved in team meetings, training, prayer / worship times and social activities, as well as all personal development meetings, including supervisions and mentor sessions.
- o In addition to the duties set out in this job description the post holder may at times be required to undertake additional or other duties to meet the needs of King's Arms Project.
- o This role may require working occasional evenings and weekends.

## PERSONAL QUALITIES

The Caseworker role is especially suited to someone who fits the following description:

| <b>Experience and knowledge of:</b>   | <b>Essential:</b> | <b>Desirable:</b> |
|---|-------------------|-------------------|
| The issues facing refugees, people seeking asylum and vulnerable migrants.                              | ✓                 |                   |
| The importance of maintaining professional boundaries when supporting vulnerable people.                | ✓                 |                   |
| Working in a casework environment.  | ✓                 |                   |
| A strong working knowledge of navigating the welfare benefits system.                                   | ✓                 |                   |
| Thorough understanding of risk assessment / management.   | ✓                 |                   |
| Experience of challenging decisions in order to advocate for clients.                                   | ✓                 |                   |
| Experience of working with people from other cultures, strong cross-cultural awareness.                 |                   | ✓                 |
| Working with people who have experienced trauma.  |                   | ✓                 |
| Experience of assisting clients to manage their Universal Credit accounts and fulfil their commitments. |                   | ✓                 |
| Experience of working with interpreters and those speaking English as a second language.                |                   | ✓                 |
| Experience of supporting refugees, people seeking asylum and vulnerable migrants.                       |                   | ✓                 |
| Experience of using client databases.   |                   | ✓                 |



# King's Arms Project

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|---|-------------------|-------------------|
| Fluent in either; Arabic, French, Farsi, Tigrinya, Amharic, Kurdish, Hindi, Urdu, Bengali, Punjabi, Mandarin or Turkish.      |                   | ✓                 |
| Lived experience of UK immigration system or UK asylum system.  |                   | ✓                 |
| <b>Skills:</b>  | <b>Essential:</b> | <b>Desirable:</b> |
| Ability to empathise with people, demonstrating care and compassion.  | ✓                 |                   |
| Supportive team player committed to the unity of the team.  | ✓                 |                   |
| Strong IT skills including; Gmail, Google Calendar, Microsoft Excel.  | ✓                 |                   |
| Skilled in de-escalation and conflict resolution.   | ✓                 |                   |
| Initiative and creativity in finding solutions to complex issues.   | ✓                 |                   |
| Ability to manage a caseload autonomously, prioritise and plan work to meet deadlines.  | ✓                 |                   |
| Ability to work to a high standard with excellent attention to detail.  | ✓                 |                   |
| Efficient and productive when undertaking casework.   | ✓                 |                   |
| Co-operative approach to working with other organisations / government departments to maintain strong, positive partnerships. | ✓                 |                   |
| Excellent administrative skills.  | ✓                 |                   |
| Excellent interpersonal skills.   | ✓                 |                   |
| Excellent written and verbal communication skills.  | ✓                 |                   |
| Ability to build relationships with people from a wide variety of backgrounds based on a desire to serve others.              | ✓                 |                   |
| Excellent cross-cultural communication skills.  |                   | ✓                 |
| Ability to provide cross-cultural advice to aid clients' integration into UK society.   |                   | ✓                 |
| A passion for supporting refugees, people seeking asylum and vulnerable migrants.   | ✓                 |                   |
| Ability to maintain a healthy work / life balance.  | ✓                 |                   |
| Hold a full, clean driving licence with insurance for business use.   |                   | ✓                 |



|  |                   |                   |
|--|-------------------|-------------------|
| Be positive, patient, resilient, enthusiastic and adaptable under pressure.  | ✓                 |                   |
| Be committed to equality and diversity.  | ✓                 |                   |
| Be a committed Christian who is passionate about Jesus.  | ✓                 |                   |
| <b>Skills:</b>   | <b>Essential:</b> | <b>Desirable:</b> |
| Maintain a reasonable fitness level to carry out manual handling from time to time (i.e. moving and assembling flat-pack furniture). |                   | ✓                 |
| Maintain and observe health and safety policies and procedures.  | ✓                 |                   |
| Commitment to safeguarding vulnerable groups.  | ✓                 |                   |
| Willingness to develop within the job and undergo relevant training.   | ✓                 |                   |
| Ability to work flexible hours including evenings and weekends if required.  | ✓                 |                   |
| Willingness to be part of the on-call rota team covering evenings and weekends (unless exempted by caring responsibilities).         | ✓                 |                   |

This post would require a DBS check and the taking up of two references.

## PERSONAL DEVELOPMENT

As part of the King's Arms Project, it is our desire to invest in you personally with prayer and opportunity. We do so through mentoring, supervisions, and on-going training. It is assumed that you will cultivate a healthy and regular prayer life and bible study as part of your personal development.

### Supervision

One-to-one staff supervisions are completed every 4-6 weeks in order to give opportunity to talk through successes, challenges, development/training needs, and other work-related issues as they arise.

### Training

Regular on-going training is provided within work hours in the following contexts: Project-wide training, team meetings, suggested reading and opportunities for regular professional training.



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