



Refugee and Asylum Seeker Caseworker

About us

The Refugee and Migrant Forum of Essex and London (RAMFEL) is one of the largest immigration and asylum advice charities in the UK, supporting refugees, asylum seekers and vulnerable migrants to access justice. An OISC level 3 accredited organisation, we represent clients at all stages of the immigration and asylum process, up to and including the Upper Tribunal of the Immigration and Asylum Chamber. We also support clients to access destitution support, housing and relevant services they are entitled to.

We also actively campaign for a fairer and more humane immigration system. RAMFEL caseworkers therefore have the opportunity to work on systemic and strategic challenges and support broader advocacy work.

We particularly welcome and encourage applications from Black, Asian and Minority Ethnic individuals, and those who are migrants or refugees, and who have lived experience of the impact of immigration policy and practice.

Purpose of the role

The Refugee and Migrant Forum of Essex and London is an OISC level 3 registered charity, that provides advice to help people access justice. This is a vacant position being filled as a replacement. The role gives an opportunity to assist some of the most vulnerable people in our society. There will be particular focus on working with people who are facing a crisis, providing advice work and support that will take them out of destitution and on a path towards integration.

The position will focus on the following project:

- **Assisting Asylum Seekers and Refugees with accessing services to make sure they have adequate support (including housing, benefits, asylum support etc...)**

Contract duration: This position is initially offered as a fixed-term contract lasting for 12 months.

Management: This post will report to the Refugee and Asylum Seekers Casework Manager.

Hours of work: The role is primarily a full-time position, requiring 37.5 hours per week. However, for the right candidate, we may consider accommodating part-time working hours. Given the nature of RAMFEL's work, there may be instances where the Supervisor will need to exceed the standard hours. In such cases, compensatory time off can be arranged with the Head of Services

Salary and Benefits: £28,000 – £30,000 per annum

28 days annual leave plus statutory holidays and 6% pension contribution.

Other benefits: Cycle to work scheme, tech scheme, and employee assistance program.

Place of work: The normal place of work will be at the People's Place 80-92 High Street, Stratford E15 2NE and occasionally the Ilford office. As part of a hybrid working scheme, we are currently requesting employees to come to the office 40% of their total weekly working hours.

Specific Responsibilities

Case management

1. Manage own caseload, working to advance the best interests of the client
2. Adhere to standards set out by AQS (and OISC if applicable) to deliver high quality advice
3. Liaise directly with the UKVI/HOIE and related governmental agencies
4. Completion of forms, letters and applications
5. Liaise with and refer clients to solicitors or other advisers, as appropriate
6. Manage client expectations by discussing deadlines, outcomes and timing
7. Attend drop in/foodbank (currently every two weeks in Ilford) and assist with the advice line if required
8. Apply for destitution grants for clients

Service monitoring

1. Ensure that any reporting and monitoring requirements agreed with funders are met in full
2. Maintain client files and records in line with file management procedures

General responsibilities

1. Seek to continuously improve in order that the Charity delivers the best possible service to beneficiaries
2. Ensure that all of RAMFEL's Policies and Procedures are adhered to at all times
3. Attend internal training and external training as and when required
4. Participate in regular supervisions and team meetings
5. Act as a positive ambassador for the Charity at all times
6. Work with volunteers and assist casework manager with their training and development
7. Undertake any other duties that may be reasonably required

Flexibility

The post holder is expected to be responsive to RAMFEL's policies, priorities and the changing needs of the organisation and will be expected to adapt their workload as required.

Person Specification

Education/qualifications

- OISC Level 1 qualification or the desire to work towards it is beneficial

Experience/knowledge

- Knowledge and experience in providing high quality advice and advocacy for clients in areas such as asylum support, welfare benefits and housing;
- Experience of professional, independent and impartial service delivery to the public
- Experience of maintaining a caseload in line with AQS requirements or other relevant service standard

- Knowledge of and empathy with the backgrounds and experiences of asylum seekers and vulnerable migrants
- Experience of using client databases
- Experience of working with interpreters supporting clients with complex matters

Skills

- Ability to manage a caseload autonomously, prioritise workload and meet deadlines
- Aptitude for grasping complex issues rapidly
- Ability to demonstrate good client facing skills
- Strong IT skills including Microsoft Office
- Communicates effectively at all levels, both verbally and written
- Supportive team player

Personal attributes

- Commitment to the aims and objectives of RAMFEL
- Has a positive, resilient, enthusiastic and pro-active approach
- Ability to demonstrate behaviour in keeping with RAMFEL's core values of Teamwork, Respect, Integrity and Fairness

Desirable

- Fluency in other languages
- Experience supporting and developing volunteers

Application process and deadline:

We will only be shortlisting candidates who have submitted a CV and a cover letter explaining why they are applying for the role.

The interview consists of an interview (approx. 45 mins) and a written exercise (45 min).

The closing date for applications is Saturday, 9th December 2023 at 23:00pm. Applications received after this date will be unlikely to be considered.