



March 2023

CASEWORKER

- Job Title:** Family Caseworker
- Line manager:** Community Manager
- Working Hours:** Part-time, 1 day per week (until December 2023, with the possibility of extension, subject to funding)
- Start date:** April 2023
- Annual Salary:** £28,000 (Full time equivalent, for 1 day per week this is £5,600 per annum)
- Location:** Most people are hybrid working between office (Mildmay Community Centre, Woodville Road, London, N16 8NA) and home, although there would be certain days when you would be required to work from the office.

About Room to Heal

Room to Heal is a human rights charity and therapeutic community based in London. We support people who have survived torture and organised violence to rebuild their lives in exile, through an integrated programme of therapeutic and casework assistance. We offer a range of activities including: therapeutic support groups, gardening, individual therapy and casework, creative workshops, cooking and social gatherings, and therapeutic retreats.

At the heart of our work lies the cultivation of community, through which our members can restore meaningful relationships, overcome the legacy of their traumatic experiences and integrate into the UK. Our community is currently made up of over 100 community 'members' from over 35 countries: including former political prisoners; people who have been persecuted on account of their sexuality or religious belief; and those who have escaped trafficking.

Role of Post: This post is for a part-time Family Caseworker to support a new, pilot project supporting mothers of small children. We will be running a therapeutic support group for mothers from June to December 2023, with the possibility of this extending, subject to funding. Your role will be to provide casework support to the mothers who attend this group. This may include help accessing housing, welfare benefits, asylum support, destitution and financial support, or help to access good immigration and asylum legal support. You will work closely with the therapists running the Mothers' Group and the Community Manager, who will oversee the project.

JOB DESCRIPTION

Duties – Caseworker

Carry out one-on-one casework with Room to Heal's members concerning problems pertaining to:

- Immigration and asylum (this does not include giving legal advice)
- Destitution support
- Access to safe and appropriate accommodation
- Asylum support
- Statutory benefits, Section 17 support and access to childcare
- Healthcare, including antenatal and postnatal care
- Access to education
- Training and employment opportunities
- Civil rights
- Housing and Homelessness

In addition to the above listed areas of casework, the caseworker role also involves the following:

- To encourage, support and empower members to undertake their own casework;
- To make appropriate member referrals; to signpost, advise and advocate on behalf of members to ensure the prevention of social deprivation;
- To advocate and liaise on behalf of members, when needed, in communication with authorities such as the Home Office, solicitors, doctors and medical professionals, local authorities, and government departments, such as the DWP, etc;
- To ensure accurate and timely record keeping for follow up work, quality control, monitoring and evaluation (including timely recording on our database);
- To accompany members to various appointments if deemed necessary and safe to do so; Alternatively, to coordinate accompaniment of members by casework volunteers to key meetings;
- To coordinate the process of providing therapeutic reports, acting as a liaison between therapists and solicitors; to maintain up-to-date records of reports and to work with finance manager to ensure payments are received;
- To follow administrative systems, both electronic and paper, and to effectively record and communicate information;
- To maintain monitoring and evaluation records in line with funders' requirements, working with the fundraising and management team on reports to funders of RtH's casework programme when necessary;
- To respect client confidentiality at all times in line with RtH's confidentiality agreements, consent forms and requirements under GDPR;
- To network with, and develop an existing database of, relevant migrant support organisations and other external agencies;

- To remain abreast of changes in immigration and civil law, including changes to legal aid and statutory benefits; To keep abreast of policies and entitlements related to children, families and pregnant people;
- To occasionally attend and support the family social gathering and activities put on for mothers and their children;
- To attend team meetings as and when required;
- To ensure issues relating to the members are communicated clearly with the therapy team;
- To undertake any other duties appropriate to the responsibilities of the post as requested; and
- To very occasionally be willing and available to work evenings and weekends if required.

Person Specification

Essential skills and experience:

- Significant interest and/or experience in working in a community setting;
- Experience of working/volunteering to support people who are seeking asylum or have refugee status;
- Experience of working/volunteering to support with pregnant people and parents who are seeking asylum or have refugee status, and their children;
- Experience of undertaking casework;
- Knowledge and understanding of the rights and entitlements of people seeking asylum and of those with refugee status in regard to the asylum process, housing, financial support, health, education and employment;
- Knowledge and understanding of the rights and entitlements of pregnant people, parents and the children of parents who are seeking asylum or have refugee status in regard to the asylum process, housing, childcare, education, welfare benefits, health, education and employment;
- Knowledge of the UK asylum process and immigration law (no specific qualification required as we do not provide immigration advice);
- Ability to deal sensitively and empathically when working with vulnerable people;
- Enthusiasm for working with children and families;
- Commitment to supporting and empowering members in accessing their rights and forging an independent life in the UK;
- Understanding and ability to adhere to the Data Protection Act 2018 and adhering to confidentiality;

- Ability to work to deadlines and manage a number of competing demands;
- Ability to manage a complex workload in a part-time role;
- Ability to take the initiative and work independently;
- To work well as part of a team, collaborating with the therapy team in particular;
- Computer literacy;
- Excellent written and spoken English; and
- Administrative experience

Desirable

- Experience working with torture survivors;
- Ability to maintain enthusiasm for a high level of contact with clients;
- Experience of establishing and maintaining professional boundaries;
- Experience of closely working in a small team;
- Knowledge of communities and service providers dedicated to supporting migrant families; and
- A sound understanding of mental health problems either through personal experience or previous work