



PAFRAS - Positive Action for Refugees and Asylum Seekers

## **JOB DESCRIPTION**

### **Destitution Caseworker, West Yorkshire**

Grade: NJC scale point 23 £21,074  
Hours: 35 hours per week, full-time  
Responsible to: Senior Caseworker  
Employing body: PAFRAS

#### **Who we are**

PAFRAS is an organisation which works with refugees, asylum seekers and the wider community to counter the effects of enforced destitution on vulnerable migrants. The organisation has been operating successfully for over 13 years and offers a lifeline to people who are experiencing hardship. We work in a challenging environment through successful fundraising, community links and partnership building and ongoing support from service users, donors, volunteers and staff.

Our work has three main strands:

- providing immediate humanitarian relief;
- long-term support, advice and advocacy aimed at assisting service users to make lasting improvements to their situations;
- raising awareness and campaigning locally and nationally on issues affecting our service users.

#### **The project**

This post is funded by the National Lottery through Big Lottery Fund.

The 'Assisting Asylum Seekers in Crisis in Yorkshire and Humberside' project is a collaborative new project which will offer a wraparound service looking to meet the needs of destitute asylum seekers in Yorkshire and Humberside, and provide them with a route out of destitution both in the short and long term, meeting immediate basic needs, improving their mental wellbeing and exploring options for them to access accommodation and support entitlement. Working closely with the wider PAFRAS teams and project partners, British Red Cross, Solace and ASAP, the Destitution Caseworker will provide specialist advice and advocacy for those asylum seekers living in destitution in West Yorkshire on their options for accessing accommodation and support.

#### **Purpose of the job**

- To provide specialist advice and advocacy to support asylum seekers living in destitution on their options for accessing accommodation and support.

#### **Main duties and responsibilities**

1. Provide impartial and non-judgemental information and advice to asylum seekers living in destitution on their options for accessing accommodation and support.

2. Advocate on behalf of clients to a range of voluntary and statutory services to access accommodation and support.
3. Using holistic initial assessment tools, support service users to identify their barriers and issues affecting access to support and accommodation and agree steps to overcome these.
4. Build and maintain excellent working relationships with trusted legal representatives and identify appropriate cases to refer for further legal advice on their asylum claim.
5. Build and maintain excellent working relationships with emergency accommodation providers and identify appropriate cases to refer for support.
6. Liaise with Home Office Asylum Support Teams, Solicitors, Health Professionals and Social Workers on behalf of clients and to meet their needs around moving out of destitution
7. Make appropriate referrals into PAFRAS Mental Health Assessment Worker and Solace services for emotional well-being support.
8. Work with the wider PAFRAS team and partners to contribute to the overall development of the project and to establish effective referral processes into the specialist advice and advocacy project.
9. As agreed with the Operations Manager support at least 1 destitution drop-in each week in West Yorkshire, providing advice and advocacy casework.
10. Create and maintain records on Case Manager to and complete all project and client related paperwork to an excellent standard. Work within PAFRAS Confidentiality Policy and GDPR.
11. Collect regular feedback from service users using agreed monitoring and evaluation tools and produce 1 case study each quarter to demonstrate the impact of the project.
12. Ensure the service users have access to interpreting services as needed.
13. Train, coach and support volunteers providing advice, information and casework support to service users.
14. Keep up to date with developments and legislation around issues affecting refugees and asylum seekers.
15. Represent PAFRAS at relevant network and external meetings, such as the West Yorkshire Destitution network, as agreed with the Operations Manager.

In addition, the post holder will be expected to manage their own workload effectively. They will also be expected to undertake, and have a positive attitude towards, training and development. Some occasional evening and weekend working may be required.

PAFRAS is a small organisation and so this post requires flexibility from the post holder as they may be required to complete tasks not detailed in the job description but relevant and appropriate to their job role



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## PERSON SPECIFICATION

### DESTITUTION CASEWORKER, WEST YORKSHIRE

Please use the additional information space in your application form to tell us how your experience, knowledge, qualifications, skills and values meet the person specification. All criteria is essential unless otherwise stated. Applicants must meet all essential criteria to be successfully invited to interview.

#### Experience

1. experience of providing information and advice around the asylum process and related support entitlements.
2. experience of working holistically with clients and of using initial assessment tools.
3. experience of working with interpreters (desirable).
4. experience of working in partnership with a range of services and other professionals to the benefit of clients.
5. experience of working with asylum legal representatives.
6. experience of delivering an outreach advice service (desirable).
7. experience of providing information and advice from a drop-in environment (desirable).
8. experience of working in a small voluntary sector organisation (desirable).

#### Knowledge

1. knowledge of the asylum system and insight into the needs, experiences and hopes of those going through it.
2. knowledge of the community, voluntary and statutory support available in West Yorkshire for those living in destitution without recourse to public funds.
3. knowledge of health and safety practices relevant to an outreach service.
4. awareness of the issues affecting small voluntary sector organisations.

#### Skills

1. ability to engage with a hard to reach client group, building trust and rapport.
2. excellent written communication skills and ability to present clear and accurate written information.
3. excellent assessment and interviewing skills, able to adapt to meet the client's needs.
4. ability to analyse complex written information and communicate it effectively.
5. adaptable and able to work as part of a team.
6. ability to work as part of a diverse project of clients, volunteers and staff.

#### Values

1. a commitment to equality and diversity
2. a commitment to improving the lives of refugees and asylum seekers