

Job Description – Case Manager

Job Title: Case Manager – Family Services

Reports To: Project Manager

Overall Job Purpose

To improve the experience of asylum-seeking families in Scotland by working with and supporting the whole family throughout the asylum process. The role will provide end to end *case management* working directly with families, acting as the key worker between immigration lawyers representing the families and other agencies in the process.

The role aims to promote the integration and settlement of refugee families identifying and addressing needs, advocacy and service co-ordination to enable them to overcome barriers and fully participate in Scottish society.

Key responsibilities

Service Delivery

- Be the point of contact for families for all support from the start and throughout the asylum process
- Act as the link between services and professionals involved in the family's welfare
- Undertake an assessment of all individuals within the family unit to identify needs and pathways to address them.
- In a variety of formats provide relevant information, advice and advocacy to the family to support them to make informed decisions (asylum support, education, welfare support etc.)
- Provide advice and information to clients in their first language when required using interpreters and adhering to good practice standards
- Work with the main asylum applicant to ensure they are fully prepared to participate in asylum related processes from screening to the final decision
- Support the applicant in developing tools and techniques to help present their claim for asylum through lawyers and other agencies
- Ensure families understand the roles of the of key agencies and their rights to services/ support
- Alert/flag on issues related to safeguarding of adults or children or where the family experiences signs of trauma
- Develop and action a family support plan
- Monitor and evaluate the delivery of services through good casework management and recording.
- Support the reporting requirements of the organisation by documenting and recording data/statistics using relevant databases

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- Deliver outreach services in a variety of community settings.
- Establish effective communication with all those involved in the project throughout the development and implementation of the service.

Service Development

- Promote awareness of refugee needs and rights through provision of training, seminars, briefings, and electronic and written communications and by participating in appropriate networks and forums.
- Develop work practices and tools to promote and apply early intervention and GIRFEC (Getting It Right for Every Child) approach and ensure evidence gathering of the impact of key work on the above.
- Initiate and carry out regular case reviews, identify patterns and support the development of the service and the organisation's advocacy role by identifying and providing case studies as required.

Other Duties

- Maintain the agreed quality standards and team standards in a consistent manner and across all functions.
- Develop good working relationships with internal and external services and organisations.
- Represent Scottish Refugee Council in a professional manner at all times.
- Undertake training and development activities as required to develop skills and abilities which will enable the post-holder to fulfil the purpose of the role and support the success of the organisation.
- Participate in and contribute to organisational/team meetings as required.
- Provide reports for senior staff and management as required.
- Ensure that all work is carried out in accordance with Scottish Refugee Council's Health and Safety requirements, values, equality aims, policies and procedures.
- Undertake any other appropriate duties as requested.

Person Specification – Case Manager



Quality	Essential	Desirable
Education and Training	<ul style="list-style-type: none"> • Educated to higher level or demonstrate equivalent experience • Willingness to be trained as OISC level 2 advisor 	<ul style="list-style-type: none"> • OISC Level 2 registered
Job Experience and skills	<ul style="list-style-type: none"> • Excellent communication skills (verbal and written) • Knowledge and experience of mental health, trauma, gender, homelessness and destitution • Good understanding of the systems, legislation and agencies involved in people seeking asylum • A good general knowledge of statutory and voluntary services and asylum legislation • Good understanding of anti-discriminatory practices • Experience of working with vulnerable groups and families • Good understanding of child protection policies • Proven ability to understand and advise on complex areas of legislation and policy • Effective negotiation skills • Excellent interpersonal skills and an awareness of cultural differences • Understanding of the need for impartiality and confidentiality • Good I.C.T. skills and knowledge of using databases and Microsoft • Ability to write reports and draft correspondence 	<ul style="list-style-type: none"> • Experience of working with interpreters • Fluency in relevant refugee language, both verbal and written • Experience of working with volunteers and students

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<ul style="list-style-type: none"> • Personal Qualities 	<ul style="list-style-type: none"> • Ability to reflect upon practice and be proactive in seeking improvement at case management and process levels • Ability to work in high pressure situations dealing with continuous sensitive cases • Empathy with asylum seekers & refugees • An excellent understanding of equal opportunities • Willing to travel to other locations within Scotland on occasion • Ability to maintain appropriate professional boundaries • Ability to work on own initiative 	<ul style="list-style-type: none"> • Awareness of intersectional issues
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