

Job Description and Person Specification

Job Title: Asylum Caseworker



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Reports to: Service Manager

Overall Job Purpose

To provide specialist and high-quality advice to individuals and families with complex and pressing needs, who are in the asylum system, including people with no recourse to public funds who are experiencing destitution.

To promote the integration and settlement of individuals and families from the moment of arrival by providing emotional support, information and advice, identifying and addressing needs, advocacy and service co-ordination to enable them to overcome barriers and fully participate in Scottish society.

The work will be a combination of direct advice in person and over the phone, referring to partner organisations and statutory bodies, and working closely with immigration lawyers.

KEY RESPONSIBILITIES

Service Delivery

- Be the point of contact for individuals and families for all support throughout the asylum process from day of engagement with Scottish Refugee Council Services.
- Undertake an assessment of needs and options of clients in close coordination with other relevant partner organisations.
- Prepare clients to make informed decisions by providing information and direct advice on all areas of asylum, asylum support, education and welfare support as applicable.
- Work with the main asylum applicant to make sure they are fully prepared to participate actively in all processes from screening through to final decision
- Ensure individuals and families understand the roles of the of key professionals/ actors, their rights to services or support and their responsibilities sign posting and referring as appropriate to other agencies or bodies.
- Initiate and carry out regular case reviews as required to ensure a sustainable outcome.
- Monitor and evaluate the delivery of services through good casework management and recording.
- Support the reporting requirements of the organisation by documenting and recording statistics using relevant databases.
- Provide briefing sessions to groups of clients as required.
- Provide advice and information to clients in their first language when required using interpreters and adhering to good practice standards.
- Deliver outreach services in a variety of community settings.
- Create, manage and maintain case files, and ensure that all relevant documentation is completed to the highest standards, within agreed timescales.
- 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.
- Establish effective communication with all those involved in the project throughout the development and implementation of the service.

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- Maintain the agreed quality standards and team standards in a consistent manner and across all functions of the team.

Service Development

- Support the development of the service and the organisation's advocacy role by collecting required data and identifying and providing case studies as required.
- Promote awareness of clients' needs and rights through provision of training, seminars, briefings, and electronic and written communications and by participating in appropriate networks and forums.
- Promote evidence-based practice and incorporate learning while implementing change at the individual, intra and inter organisational levels

Other Duties

- To represent Scottish Refugee Council in a professional manner at all times.
- Undertake all work in accordance with Scottish Refugee Council's policies and procedures.
- Ensure that all health and safety requirements are met in the delivery of the services.
- 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.
- To provide appropriate support to volunteers, interns and student placements as required.
- Undertake any other appropriate duties as requested.

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Quality	Essential	Desirable
Education and Training	<ul style="list-style-type: none"> Educated to higher level or demonstrate equivalent experience Commitment to work towards IAA level 2 qualification in Asylum and Protection 	Trained to IAA level 2
Job Experience and Skills	<p>Client Support and Casework:</p> <ul style="list-style-type: none"> Experience working with vulnerable individuals or families, including people experiencing destitution, trauma or displacement Experience of providing person-centred, rights-based advice and support Experience managing a complex and varied caseload, including case recording and risk management Effective negotiating skills with a wide range of individuals and organisations <p>Legal and Policy Knowledge:</p> <ul style="list-style-type: none"> Good working knowledge of the UK asylum process, asylum support entitlements, and relevant legal frameworks Understanding of related systems such as housing, welfare benefits, education, healthcare, and social care Ability to interpret and explain complex legislation and procedures to clients in accessible language A good general knowledge of statutory and voluntary services An awareness of Health and Safety requirements and the ability to apply these whilst working in a public access area The ability to identify trends in casework and produce case studies in order to inform social policy <p>Advocacy and Collaboration:</p> <ul style="list-style-type: none"> Proven ability to advocate effectively on behalf of clients and liaise with statutory bodies, legal representatives, and voluntary agencies Ability to build trust and communicate sensitively with people from diverse backgrounds, including through interpreters 	<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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Quality	Essential	Desirable
	<ul style="list-style-type: none"> • Experience of contributing to the development of case studies, reports, or policy responses • A demonstrable awareness of the level of discrimination faced by asylum seekers/refugees in the UK and a strong commitment to improving the quality of support and services they receive <p>Communication and IT Skills:</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills, including the ability to write clear case notes, reports and correspondence • Strong interpersonal skills, with cultural sensitivity and emotional intelligence • Good IT skills, including proficiency in Microsoft Office and use of case management or CRM systems • Understanding of the need for impartiality and confidentiality • Ability to write reports and draft correspondence • Ability to work in high pressure situations 	
Personal Qualities	<ul style="list-style-type: none"> • Excellent understanding of equal opportunities • Commitment to equality, human rights, anti-discrimination and trauma-informed practice • High emotional resilience and ability to maintain appropriate professional boundaries in challenging situations • Strong organisational skills and ability to manage competing priorities in high-pressure environments • Ability to work both independently and collaboratively within a team • Willingness to travel within Scotland occasionally as part of outreach or partnership work 	<ul style="list-style-type: none"> • Awareness of cultural dynamics • Awareness of intersectional issues