Caseworker (Maternity Cover)
West London Welcome

Location: West London Welcome centre, Hammersmith, London
Supervised by: West London Welcome Senior Caseworker
Salary: £36,000 per annum (pro-rata)
Contracted working hours: Maternity Cover up to 12 months - part-time at two or three days a week
Start date: Flexible, but ideally in the first week of July 2025
Staff benefits: Generous sick pay and annual leave, delicious free lunches, beautiful workplace with garden

Main purpose of role: To effectively support refugee, asylum-seeking and migrant members of the West London Welcome (WLW) community with casework and advice on a range of issues and work collaboratively with other staff and volunteers in our advice team.

Job Description

Duties

- To provide advice and casework support within the WLW advice team to our community members on housing, benefits, asylum support, immigration, health, education, finances, and other issues.
- To keep track of the progress of our members' cases and ensure that they receive ongoing and holistic support.
- To support our members to understand their rights and entitlements in the areas of housing, benefits, asylum support, immigration, health, education, finances, and other issues.
- To ensure that casework records are compliant with WLW policies and procedures.

General Duties

- Work collaboratively within the WLW advice team to develop the team's shared skills and knowledge and provide each other with support.
- Help build positive, collaborative relationships with other local and national organisations supporting refugees, asylum-seeking people and migrants.
- To gather data to contribute to the monitoring, evaluation of and reporting on WLW's work for fundraising, communications, advocacy and reports.
- To attend staff meetings.
- To support with operational and general needs of the charity and staff team, such as with Felix Project groceries delivery, occasional Gail's collection, and generally helping when and where required when extra help is needed.
- To attend WLW community events and activities when required.
- To support and promote diversity and equality of treatment of our community at WLW.

Person Specification

Experience

- **Essential:** Experienced in advising and performing casework on housing/homelessness and benefits and other related issues for people newly granted refugee status and others with the right to remain in the UK.
- **Essential:** Experienced in advising those in the Home Office asylum system.
- **Desirable:** Immigration Advice Authority (IAA) Level 1 or Level 2 qualified in Asylum and Protection or Immigration.
- **Essential:** Up-to-date knowledge on one or more of the following issues: housing (particularly for refugees and asylum-seeking people), benefits, asylum support, immigration, community care, health, or related issues.
- **Essential:** Demonstrable commitment to migrant justice, anti-racism and equal opportunities for all.
- **Desirable:** Certificate in Generalist Advice work or equivalent qualification, or equivalent level of experience and skill.
- **Desirable:** Lived experience of refuge or migration.

Skills

- **Essential:** Ability to build collaborative relationships with a wide range of people from diverse backgrounds, quickly establishing high levels of trust.
- **Essential:** Excellent oral and written communication and negotiation skills.
- **Essential:** Ability to communicate sensitively with vulnerable people.
- **Essential:** Effective time-management skills and ability to prioritise own workload.
- **Essential:** Ability to work flexibly and adapt easily to quickly-changing and challenging situations.
- **Essential:** Understanding of safeguarding and Equality and Diversity, and ability to challenge discriminatory behaviour.
- **Desirable:** Able to speak a language other than English that is widely spoken by refugee and asylum-seeking communities in London, such as Farsi, Arabic, Spanish, Tigrinya or Amharic.

Personal attributes

- **Essential:** Energetic, compassionate and empathetic.
- **Essential:** Ability to work quickly and efficiently.
- **Essential:** Be an excellent, confident, friendly, and fluid communicator, with the ability to connect quickly with people with ease.
- **Essential:** Understanding of working within professional boundaries.
- **Preferred:** We would ideally like the post-holder to live within a West London borough, in order to easily perform on-site casework, but this is not required.