



Senior Caseworker West London Welcome

Location: Hammersmith, London

Accountable to: West London Welcome Deputy Director

Hours: 3-5 days per week (to be determined according to candidate preferences)

Salary: £36,000 per annum, full-time

Length of contract: One year fixed-term, extension subject to funding

Holidays: 25 days plus bank holidays

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

To apply: Please email your CV and a covering letter (maximum one page A4) detailing your experience and how you meet the person specification to Leyla Williams, Deputy Director, at leyla@westlondonwelcome.com by midnight on Wednesday 30 November 2022.

Informal conversations about the role are welcome – please email Leyla if you would like to speak on the phone.

Interviews will be scheduled after the application deadline.

About West London Welcome

West London Welcome is a community centre run for and with refugees, migrants, people seeking asylum, and other locals living in West London.

We work together with local people to provide a safe, positive experience of community to reduce isolation, build inclusion and confidence, and challenge injustice. Every week we provide community support, English classes, advice, hot food, a foodbank, clothing, childcare, and social and creative activities. We take a holistic approach to support the needs of our members, from the practical and social to the emotional and playful.



We're looking for a Senior Caseworker to effectively support refugee, asylum-seeking and migrant members in our community with advice and casework, as well as support other staff and volunteers in our advice team.

This is an exciting opportunity to join our diverse, warm community of people from all over the world. The role will be a busy, varied and senior position within our skilled, friendly advice team, working in-person at our beautiful community centre and doing some remote work. You'll work closely with staff and volunteers to ensure members of our community get the essential advice they need in their often very difficult life circumstances.

Job Description

Duties

- To provide advice and casework support within the WLW advice team to our members on housing, benefits, asylum support, 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, health, education, finances, and other issues.
- To ensure that casework records are compliant with WLW policies and procedures.
- To support and play a supervisory role for other staff members and volunteers within the WLW advice team.

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 seekers and migrants.
- To gather data, and assist with the monitoring, evaluation of and reporting on WLW's work for fundraising, communications, advocacy and reports.
- To support and promote diversity and equality of treatment of our community at WLW.



Person Specification

Experience

- **Essential:** Experienced in advising people with refugee status and others with the right to remain in the UK on housing, benefits, and other related issues, including homelessness.
- **Essential:** Experienced in advising those in the Home Office asylum system, and on asylum support, including housing issues and liaising with Home Office subcontractors (S98/S95/S4).
- **Essential:** Up-to-date knowledge on one or more of the following issues: asylum support, housing (particularly for refugees, asylum seekers and those without recourse to public funds), community care, benefits, 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:** Experience of supporting other advice staff and volunteers.
- **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:** OISC Level 1 qualified, or willing to work towards OISC Level 1 qualification.
- **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.

We are passionate about ensuring West London Welcome's staff reflect the communities we support. We are taking positive action to address an under-representation of lived-experience of refuge or migration, or people from Black and Minority Ethnic (BAME) backgrounds, within our current staff team. We will prioritise applications from applicants with lived-experience of refuge and migration and from BAME backgrounds, if they meet the minimum essential criteria for this role.

West London Welcome are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. A Disclosure and Barring Service (DBS) check will be carried out on preferred candidates.