**Glasgow Afghan United**

**JOB DESCRIPTION**

**Job Title:** Community Caseworker (Full-time) 3 Years **Grade 4**

35 hours per week £24,400. PA

**Reports To:** Glasgow Afghan United Board

**Overall Job Purpose**

The Community Case Worker will be responsible to provide professional one-to-one support for individuals and families with matters of housing, immigration, social security, education, integration and more. Reliable and responsible signposting would be a vital part of assisting people to adjust to new lives in Scotland. The case worker will work with the Board of Trustees and Steering Group to plan and implement a range of activities. The Caseworker will also deliver workshops, provide skill development training to increase participants self-esteem, improve life skills, reduce stress, and promote integration.

**Key Responsibilities**

* Providing professional one-to-one support for individuals and families
* Planning and co-ordinating appointments, activities, delivery, and facilitation of workshops and building on relationships with partners
* Reliable and responsible signposting
* support for individuals and families with matters of housing, immigration, social security, education, integration and more
* Support individuals in IT skills, online forms, and other computer-based tasks that they require to complete
* Promoting the project activities to a wider audience to increase participation
* Liaising with sessional workers to carry out activities
* Managing the general administrative work
* Representing the organisation at board and external meetings as appropriate
* Carrying out other duties identified by the GAU to facilitate the running of the project
* Work with and advise appropriate external agencies to ensure the delivery of services to service users in areas such as employment, health, welfare, money management and education
* Report back to the Managing director
* Promote awareness of community needs and rights through provision of training, seminars, briefings, and electronic and written communications and by participating in appropriate networks and forums
* Able to work and carries sit duties on remotely basis via online platforms

**Other Duties**

* Maintain the agreed Quality Standards and Team Standards in a consistent manner and across all functions of the team.
* Develop good working relationships with internal and external services and organisations. To represent Glasgow Afghan United 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 management committee as required.
* Provide appropriate support to volunteers as required.
* Ensure that all health and safety requirements are met in the delivery of the services.
* Undertake all work in accordance with Glasgow Afghan United’s policies and procedures.
* Ensure that all work is carried out in accordance with Glasgow Afghan United’s values, equality aims, policies and procedures.
* Undertake any other appropriate duties as requested.

**GLASGOW AFGHAN UNITED**

**Person Specification**

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| **Quality** | **Essential** | **Desirable** |
| Education and Training | * Educated to HNC level or demonstrate equivalent experience | • Knowledge of Scottish National Standards for Information and Advice Providers  Speak Farsi or Pashto |
| Job Experience and Skills | * Experience of working with vulnerable groups * Knowledgeable of statutory and voluntary services and legislation * An awareness of Health and Safety requirements and the ability to apply these whilst working in a public access area * Effective negotiating skills with a wide range of individuals and organisations * Interpersonal skills including an awareness of cultural similarities * Experience of working with volunteers * Good communication skills both verbal and written |  |