**JOB DESCRIPTION**

| **Job Title:** | Outreach Caseworker Caseworker |
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| **Location:** | Govan Community Project office in Govan and 1 day per week in Cranhill Development Trust |
| **Hours Per Week:** | 28 hours per week |
| **Salary Scale:** | £23,634 pro rata |
| **Duration of Post** | 1 year Fixed term post (extension possible subject to funding) |
| **Reporting To:** | Asylum Support Service Manager |
| **Responsible For:** | Working with the casework team to provide advice and advocacy to asylum seekers accessing Home Office support |

**OVERALL PURPOSE OF THE JOB**

To provide an outreach casework support service 1 day per week in the East of Glasgow, in partnership with Cranhill Development Trust.

To work with a team of caseworkers to provide destitution advice and to advise, support and empower people in the asylum process to access Home Office support and other local community based services.

**MAIN DUTIES AND RESPONSIBILITIES**

**Asylum Support Service Delivery**

* Offer face to face asylum support casework appointments 1 day per week from Cranhill Development Trust.
* Deliver direct casework duties: provide advice and advocacy to asylum seekers on accessing Home Office support
* Provide destitution advice for those who are not currently eligible for Home Office support, including applying for destitution grants and assisting clients to access emergency accommodation.
* Work in a person-centred manner to identify additional needs, for example, completing social work referrals or assisting with accessing health care
* Signpost community members to relevant local services
* Work with, and occasionally supervise, casework volunteers
* Input accurate and up to date information and case notes on our database
* Keep up to date on asylum support, policy changes and local services
* Work in partnership with other refugee support agencies in Glasgow

**REPORTING**

* Assist the service manager to conduct regular service user consultation and feedback on the advice and advocacy service
* Work with the service manager and colleagues to ensure services are delivered in compliance with OISC regulations
* Contribute to local and national policy developments on immigration policy and asylum support

**OTHER DUTIES**

* Working as part of the staff team to maintain the values and ethos of Govan Community Project
* Adhere to all organisational policies and procedures
* Work with the staff team to contribute towards providing a safe, welcoming, clean and tidy environment for staff and visitors
* Attend meetings and contribute to strategic development
* Attend training as required and share learning with the wider team
* Perform any other tasks or duties deemed necessary

**PERSON SPECIFICATION**

**Essential**

* An excellent working knowledge of Home Office support available to asylum seekers
* Experience of completing Home Office support applications (section 4, section 95 and section 98)
* Experience of working with vulnerable people, people in crisis situations and people experiencing destitution
* Experience of advocating on people’s behalf to ensure fair access to statutory services
* A commitment to the aims of the organisation
* Experience of working with interpreters
* Knowledge and understanding of social justice, empowerment and integration
* Ability to prioritise tasks as well as flexibility to adapt to changing demands
* Ability to work on own initiative and as part of a team
* Confident using database systems, google drive and Microsoft packages
* Excellent interpersonal and communication skills

**Desirable**

* Lived experience of the asylum process
* OISC accreditation in asylum and protection (either level 1 or 2)
* Experience of submitting appeals to the asylum support appeal tribunal
* A good spoken level of a relevant second language, e.g. Arabic, Kurdish Sorani or Farsi
* Experience of working with volunteers
* An excellent knowledge of local services available to asylum seekers