

JOB DESCRIPTION & PERSON SPECIFICATION

Post of: Fieldworker
For: Community InfoSource

Responsible to:	Outreach Delivery Manager
Contract:	21 hours a week
Salary:	£15,845 (£26,408 pro rata for 21 hours)
Place of work:	CIS office, Tontine. 20 Trongate Glasgow, G1 5ES and Initial Accommodation Centre for Asylum Seekers
Days of work:	To be agreed with Line Manager
Annual leave:	15 days of Annual Leave and 9 days of Public Holiday pro rata of allocation for a full-time post of 25 days of annual leave and 15 days of public holiday a calendar year.
Pension Contribution:	5% from employer

Aim of the post: This role will involve significant outreach and engagement within the community, building trust and providing accessible support to clients. You will work closely with clients in various community settings, providing individual support and delivering group workshops.

You will refer casework and representation for asylum seekers and New Scots, signpost to other services in CIS and other organisations as required, establish and maintain partnerships and referral pathways with relevant agencies, maintain up-to-date casework records, and provide data and input to reports for funders.

JOB DESCRIPTION

Main Tasks:

1. **Case Management:** Conduct comprehensive client needs assessments and develop and implement support plans and/or referral pathways to appropriate services. Maintain up-to-date records and prepare reports using the casework management system.
2. **Community Outreach:** Proactively engage with the local community through outreach activities, establishing partnerships with community organisations.
3. **Community Workshops:** Deliver workshops and presentations on relevant topics relating to the objectives of Community InfoSource.
4. **Community Engagement:** Represent Community InfoSource at external agencies and community events. Refer community members to services

delivered by Community InfoSource. Build and maintain relationships with community partners and other relevant organisations.

5. **Manage Volunteers:** Recruit, train, supervise, and support volunteers, ensuring their work aligns with organisational policies and best practices
6. **Monitoring and Evaluation:** Track and assess the impact of casework by collecting and analysing data, gathering participant feedback, and using insights to make improvements. Ensure data contributes to reporting requirements for grant funders and supports funding applications.
7. **Related Activities:** Complete other related activities or tasks that may arise in negotiation with colleagues.

PERSON SPECIFICATION

ESSENTIAL

1. Experience working in cross-cultural settings and/or in refugee and asylum issues
2. Experience providing casework support and advocacy for vulnerable communities
3. Experience of working with people who may not have fluent English & of working with interpreters
4. Good spoken and written English language skills
5. Commitment to flexibility and the ability to adapt to changing circumstances and client needs.
6. Ability to work independently and as part of a collaborative and supportive team.
7. An ability to use standard computer packages
8. Commitment to working collaboratively and positively with relevant agencies
9. The ability to work independently and use initiative to achieve objectives, consulting with relevant members as appropriate
10. Committed to maintaining confidentiality throughout
11. Commitment to an equalities, human rights, inclusive and person-centred approach.

DESIRABLE

1. Lived experience of the asylum and immigration system
2. Awareness of issues faced by asylum-seeking communities
3. Experience of maintaining casework records and data tracking systems
4. Lived experience of the issues faced by the CIS service user group
5. Ability to speak one or more of the first languages of the CIS service user group
6. An understanding of the voluntary sector in the UK