

## JOB DESCRIPTION & PERSON SPECIFICATION

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| <b>Post of: Caseworker</b>       |
| <b>For: Community InfoSource</b> |

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| <b>Responsible to:</b>       | Service Delivery Manager                                                                                                                                                   |
| <b>Contract:</b>             | 21 hours a week                                                                                                                                                            |
| <b>Length of Post:</b>       | 1 year initially, with further extension subject to funding                                                                                                                |
| <b>Salary:</b>               | £15,845 (£26,408 pro rata for 21 hours)                                                                                                                                    |
| <b>Place of work:</b>        | CIS office, Tontine, 20 Trongate, Glasgow, G1 5ES                                                                                                                          |
| <b>Days of work:</b>         | (Wednesday /Thursday / Friday)                                                                                                                                             |
| <b>Annual leave:</b>         | 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. |
| <b>Pension Contribution:</b> | 5% from employer                                                                                                                                                           |
| <b>Cycle to Work Scheme:</b> | Access to a tax-free bike loan scheme                                                                                                                                      |

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**Aim of the Post:** To take forward casework and representation for asylum seekers and New Scots requiring help with housing and other issues; to signpost people to other services in CIS and other organisations as required; to establish and maintain partnerships and referral pathways with relevant agencies that supports the integration and wellbeing of service users; to 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. **Welfare Support:** Assist clients in accessing essential internal and external services such as housing, healthcare, education and employability, financial assistance, and wellbeing support.
3. **Advocacy:** Advocate for clients with government agencies, service providers, and other stakeholders to uphold their rights.
4. **Community Engagement:** Build and maintain relationships with community partners and 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 working with people who may not have fluent English & working with interpreters.
4. Experience of maintaining casework records and data tracking systems.
5. Good spoken and written English language skills.
6. Commitment to flexibility and the ability to adapt to changing circumstances and empowering client needs addressing their own needs
7. Ability to work independently and as part of a collaborative and supportive team.
8. An ability to use standard computer packages.
9. Commitment to working collaboratively and positively with relevant agencies.
10. The ability to work independently and use initiative to achieve objectives, consulting with relevant members as appropriate.
11. Committed to maintaining confidentiality throughout.
12. 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. Ability to speak one or more of the first languages of the CIS service user group.
4. An understanding of the voluntary sector in the UK.