

## JOB DESCRIPTION & PERSON SPECIFICATION

### Befriending Caseworker

|                             |                                                                                                                      |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>Responsible to</b>       | Service Delivery Manager                                                                                             |
| <b>Contract</b>             | 21 hours per week                                                                                                    |
| <b>Length of post</b>       | Fixed term until 31 March 2027, subject to funding.                                                                  |
| <b>Salary</b>               | £15,845 per annum (£26,408 FTE), based on 21 hours per week                                                          |
| <b>Place of work</b>        | Community InfoSource, Tontine, 20 Trongate, Glasgow, G1 5ES                                                          |
| <b>Days of work</b>         | To be agreed with the Line Manager                                                                                   |
| <b>Annual leave</b>         | 15 days annual leave plus 9 public holidays per annum, based on the pro-rata equivalent of the full-time entitlement |
| <b>Pension</b>              | 5% employer contribution                                                                                             |
| <b>Cycle to Work Scheme</b> | Access to a tax-free bike loan scheme                                                                                |

### Aim of the post

To oversee the CIS Befriending Programme and provide casework support to people seeking asylum and New Scots; signpost and refer people to appropriate CIS and external services; establish and maintain effective partnerships and referral pathways; maintain accurate casework records; and provide data and information for monitoring and funder reports.

## JOB DESCRIPTION

### Main tasks

1. **Befriending Programme Coordination:** Oversee and develop the befriending programme to support people seeking asylum and refugees in reducing social isolation, improving confidence and building community connections.
2. **Case Management:** Conduct comprehensive assessments of individual needs and develop and implement appropriate support plans and/or referral pathways. Maintain accurate, up-to-date records and prepare reports using the casework management system.
3. **Welfare Support:** Assist people to access essential internal and external services, including housing, healthcare, education, financial assistance and wellbeing support.
4. **Advocacy:** Advocate with government agencies, service providers and other stakeholders to help people understand and exercise their rights and access appropriate support.
5. **Community Engagement:** Build and maintain effective relationships with community partners and relevant organisations, strengthening referral pathways and collaborative working.
6. **Volunteer Management:** Recruit, train, supervise and support befriending volunteers, ensuring their work is safe, effective and aligned with CIS policies, procedures and good practice.
7. **Safeguarding and Professional Practice:** Follow CIS safeguarding, confidentiality, data protection, professional boundaries and lone-working procedures, raising concerns promptly and appropriately.
8. **Related Activities:** Undertake other reasonable duties related to the role, as agreed with the Line Manager.

**Pre-employment checks:** Appointment will be subject to satisfactory references and any required PVG Scheme membership or other appropriate checks, depending on the duties undertaken.

## PERSON SPECIFICATION

### ESSENTIAL

1. Experience of working in cross-cultural settings and/or with people seeking asylum and refugees.
2. Experience of providing casework support and advocacy for people who may be vulnerable or facing barriers to services.
3. Experience of working with people who may not have fluent English and, where appropriate, working effectively with interpreters.
4. Good spoken and written English language skills.
5. Ability to organise and prioritise a varied workload or caseload, follow through agreed actions and meet deadlines.
6. Ability to work independently, use initiative and contribute positively as part of a collaborative and supportive team.
7. Confident use of standard IT packages and the ability to maintain accurate electronic casework records.
8. Commitment to working collaboratively and positively with relevant agencies and community partners.
9. Commitment to maintaining confidentiality and appropriate professional boundaries.
10. Commitment to equality, human rights, inclusion and a person-centred approach.

### DESIRABLE

1. Lived experience of the asylum and immigration system.
2. Awareness of issues faced by people seeking asylum and refugee communities.
3. Experience of maintaining casework records and data-tracking systems.
4. Experience of coordinating volunteers, befriending services or community-based support.
5. Ability to speak one or more of the first languages used by people supported by CIS.
6. Understanding of the voluntary sector in the UK.