

Interim Housing and Destitution Caseworker - Person Specification

E = Essential

D = Desirable

<u>Experience</u>	<p>E - Experience of providing housing and destitution advice to asylum seekers, refugees, undocumented migrants, migrants who have no recourse to public funds and destitute people</p> <p>E – Experience working for a frontline organisation providing support to service users with vulnerabilities and / or complex needs</p> <p>E - Proven ability to work in a team in a stressful and pressurised environment</p> <p>E – Excellent spoken English, including experience in:</p> <ul style="list-style-type: none"> ➤ Analysing legal documents and explaining them in a clear and simple way ➤ Communicating effectively with people whose first language is not English both directly and through interpreters ➤ Communicating formally with government agencies <p>D - Experience of maintaining effective working relationships with a wide range of agencies</p> <p>D - Experience of recording and reporting outcomes to funders</p>
<u>Knowledge/ Technical Skills</u>	<p>E - Knowledge of:</p> <ul style="list-style-type: none"> ➤ housing and benefit entitlements ➤ asylum support provision ➤ night shelters ➤ destitution and community care support for migrants including Care Act Support and Section 17 <p>E - Knowledge of local and national organisations working with refugee, migrant, homeless communities</p> <p>E - Ability to keep accurate records of activities</p> <p>E - IT literate. Experience of using email, word processing and spread sheet packages, access databases</p> <p>D - Working knowledge of UK immigration legislation affecting refugees and migrants</p> <p>D - Good understanding of the asylum system and the difficulties experienced by asylum seekers and other migrants in the UK</p>

	D – Ability to provide a safe and caring environment for our visitors
<u>Behaviours</u>	<p>E – Empower and prioritise the needs and goals of migrants in the role</p> <p>E - Ability to think creatively, and adopt proactive and holistic responses to address the issues of vulnerable migrants</p> <p>E - Ability to work on own initiative and as part of a team</p> <p>E – Commitment to ongoing training and keeping up to date with relevant legislative developments</p> <p>D - Occasional work outside of normal office hours (e.g. evening meetings) with prior agreement of line manager</p>

All disabled candidates who meet the minimum criteria, marked **E**, will be short-listed for interview. Please indicate in your cover letter that you would like to be considered under this scheme.