

## Job Title: Caseworker

**Organisation:** The CAE

**Location:** Swansea

**Start:** January 2021

**Contract:** 6 months (initially)

**Salary:** £10.65/hour

**Hours:** 37 hours a week

The CAE is a South-Wales based organisation that aims to inspire, support and promote BAME employment and entrepreneurship and is the only organisation of its kind in the UK that has developed solutions to support members of the BAME community who wish to find jobs or set up and grow their businesses.

We are looking to recruit an experienced and energetic individual who is passionate and self-motivated to serve as a **Caseworker**. As a Caseworker, you will work with vulnerable asylum seekers and refugees to help them resettle in Swansea and South- Wales. You will work intensively with disadvantaged individuals and families, providing holistic support to ensure they have access to the right and up to date information/services.

The role is a fixed term contract with the potential of being extended subject to performance and the availability of additional funding.

### Key Areas of Responsibility

- Provide information and advice to refugees relating to statutory and voluntary sector services, and on where and how to access them.
- Work with asylum seekers to ensure a positive experience of arrival and integration
- Refer service users to appropriate service providers, where necessary supporting the process of making contact on their behalf, by telephone, in writing or in person.
- Remain updated with changes in service provision, eligibility of clients and relevant legislation; disseminate this information to colleagues and where appropriate to other service providers.
- Listening and responding effectively so that service users can feel understood.
- Explaining issues and procedures clearly to enable service users understand an ongoing situation and what options they have.

- Evaluate what steps are necessary to improve the situation of our service users and assist with necessary paperwork to enable them access services, including making appropriate applications and claims as required.
- Liaise with service providers and other agencies on behalf of clients, providing casework support to vulnerable individuals and families to enable them to access integrated packages of services.
- Develop positive relationships with statutory and voluntary sector service provider partners.
- Completing all paperwork and reports in a timely manner and keep accurate records of casework and monitoring data in line with requirements by management.
- Actively engaging and enrolling additional service users/participants to benefit from the different services provided by The CAE.
- Regular showcasing of activities on the organisation's social media platforms to promote our services.
- Holding catch-up conversations with service users/ participants at their homes during community transport activities to check on their welfare, offer advice and to record findings for further support, signposting and feedback.
- Recording comments and feedback from service users through surveys and questionnaires at the start and after the use of our services.
- Recruiting and training new volunteers in line with business demands to ensure continuity of community transport activities and the maintenance of high service standards.
- Holding regular meetings with volunteers and support staff to assess and discuss ways to improve services and to identify any imminent issues for quick resolution.
- Providing a platform to equip and provide service users with access to ICT and volunteering opportunities and coordinating the organisation's community transport activities to ensure the safe transport of vulnerable and needy members of the BAME community within and around Swansea.
- Developing and implementing activities to enable active community participation to help reduce loneliness and isolation
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post.



# TheCAE

## Vacancy

Person Specification			
Description	Essential	Desirable	How Evaluated
<b>Education</b>	- 5 GCSEs, grade C and above or equivalent, including English and Maths	-Advanced academic or relevant qualification	CV, Application letter and evidence of qualifications
<b>IT</b>	-Proficiency in use of Microsoft Office packages  -Passionate about computers and technology and able to effectively teach others how to use the computer	Lived experience in an IT related role	Application Letter and interview
<b>Language</b>	-Excellent written and spoken English	- Ability to speak other languages e.g. Arabic or French	Application Letter and interview
<b>Flexibility and travel</b>	- Able and prepared to respond to changes in business demands and to accommodate a contract extension or added working hours, without other conflicting commitments  - Able to work some weekends and evenings	-Full Valid UK Driving license	Application letter and interview
<b>Work Experience</b>	- Experience in any one or more of the following roles:  marketing, customer service, client relationship management, sales, advice agency or similar setting	- Previous work /volunteering experience in a similar role. - Experience in working within a multicultural organisation - Experience working with vulnerable people - Experience in an IT role	CV, Application letter and interview



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## Vacancy

### Personal Attributes and skills

- Pro-active and self-motivated
- An interest in people and a commitment to helping others.
- Problem Solving skills
- Good interpersonal, marketing and customer service skills,
- The ability to communicate clearly and sensitively with vulnerable people and their families
- Great organisation, multitasking and planning skills
- Good listening skills
- Excellent communication skills, both written and verbal
- Ability to work with Microsoft Office applications
- Ability to work well within a team as well as on your own
- Ability to work with and serve people of diverse ethnic backgrounds and circumstances while remaining respectful and non-judgmental.
- Ability to work flexibly across the week
- Great Interpersonal skills with a passionate and positive personality

### How to apply?

To apply, please submit a CV and application letter to [info@caentr.org](mailto:info@caentr.org) . It is in your own interest that you are clear in your application about how you meet the essential criteria with clear examples where possible.

**Deadline:** 4<sup>th</sup> December 2020