

## JOB DESCRIPTION – Graduation and Casework Coordinator

<b>Job title:</b> Graduation & Casework Coordinator	<b>Contract:</b> Permanent/Full time (37.5 hours per week)
<b>Salary:</b> £27,000 per annum	<b>Location:</b> Camden, Central London (40% working from home supported)
<b>Report to:</b> Housing & Welfare Manager, but working closes across all teams.	<b>Benefit:</b> 27 days holiday plus 4% matched pension contribution
<b>Start date:</b> Immediate	<b>Closing date:</b> 5pm on Monday 4 <sup>th</sup> July 2022

The Helen Bamber Foundation (HBF) is a specialist UK charity which provides expert care and support for refugees and people seeking asylum who have experienced extreme human cruelty such as torture or human trafficking. We work with hundreds of clients every year from all over the world. HBF delivers a specialist Model of Integrated Care that addresses the complex needs and vulnerabilities of survivors.

The expertise of the Foundation is renowned in the field. Through the Model of Integrated Care, the HBF offers survivors access to an individually tailored programme of specialist therapy, medical advisory services, legal protection including providing expert medico-legal documentation, welfare and housing support, and creative and skills activities within an integration programme. Survivors of human trafficking, benefit from HBF's counter-trafficking programme of support. There is no set period of time that the Foundation works with survivors, the care they receive from our service is specific to their needs. We work with survivors to ensure that by the time they are ready to leave our service, they have the power, safety and freedom to successfully move on. It is at this point that survivors are graduated from our service.

### The Role

This is a new and exciting opportunity to join the HBF's vibrant multi-disciplinary team. The purpose of this role is to work collaboratively as a member of a multi-disciplinary team to manage client progress out of HBF's service through proactive client care and casework management prior to their graduation from our service. The Graduation and Casework Coordinator will manage a varied caseload of vulnerable clients who have survived trafficking and torture to access support and to feel confident in moving forward with their lives as they graduate from the Foundation's services.

**Founder:** Helen Bamber OBE, DU (Essex)

**President:** Emma Thompson (DBE)

#### Human Rights Advisory Group

Sir Nicolas Bratza, Parosha Chandran, Shu Shin Luh

#### Board of Trustees

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**Registered Charity No.** 1149652 **Company No.** 08186281

## **Equal Opportunities**

HBF is an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates as we are keen to make sure that our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in at every level within the organisation. We particularly welcome applications from Minority Ethnicities.

## **Duties & Responsibilities**

- Maintain an overview of each client's progress for graduation in line with the agreed Client Care Plan, six month and annual reviews
- Lead on the organisation's development and management of clients' progress towards graduation from our service in collaboration with the multi-disciplinary team
- Identify clients for graduation from HBF services and present the cases in weekly Graduation meetings (part of the Client Care Plan meeting)
- Meet with clients to discuss their graduation from the service and ensure any outstanding needs are met, including provision of basic casework support to the multi-disciplinary team as and when required to assist with clients' exit from the service
- Act as a point of contact between clients and other HBF staff on areas of concern or ad hoc queries from clients regarding graduation as they arise
- Work as part of HBF's multi-disciplinary team to assess and meet client needs ahead of their graduation from our service
- Undertake casework for complex cases and highly vulnerable clients

## **Throughout all aspects of the role**

- Respect client confidentiality at all times in line with HBF's confidentiality agreements and consent forms
- Recruit, manage and supervise casework volunteers as appropriate
- Work as part of HBF's multi-disciplinary team to support, develop and implement organisational activities around clients' graduation from the service including KPIs
- Ensure accurate and timely record keeping of client data in our case management system and participating in gathering data when required for monitoring and evaluation in line with organisational KPIs
- Attend HBF's staff training days, meetings and any departmental meetings when required
- Promote the aims, principles, policies, interests and wellbeing of the Foundation and to protect its integrity and reputation at all times
- Support the organisation at special events and initiatives.

## **PERSON SPECIFICATION**

### Essential Knowledge, Skills & Experience

- Understanding of, and commitment to, the objectives of HBF;
- At least two years' experience of working with vulnerable clients, including providing casework support or equivalent across different areas of clients need
- Knowledge of the challenges and hardship facing vulnerable clients including people seeking asylum, refugees and survivors of trafficking, and demonstrable empathy for this client group
- Ability to deal with issues of a confidential and sensitive nature
- Ability to work in a fast paced and pressured environment with flexibility and ability to manage change
- Excellent time-management skills and ability to prioritise tasks, balancing urgent work with long-term service delivery
- Excellent interpersonal skills including tact and diplomacy, and the ability to build relationships internally and with external contacts.
- Excellent communication skills, both written and verbal, and the ability to navigate difficult conversations
- Excellent organisational skills, including experience of maintaining accurate client records
- Ability to work both independently and as part of a team, including across inter-disciplinary teams
- Experience of working with interpreters and communicating across different cultures
- Computer literate and be able to use Microsoft packages such Office 365
- Understanding and commitment to the objectives of the HBF
- Understanding and commitment to Equality and Diversity in the workplace and in relation to working with vulnerable clients
- Demonstrate a positive and can do attitude, willingness to assist where and when needed
- Willingness to travel occasionally if required.

### Desirable Knowledge, Skills & Experience

- Educated to a degree level or equivalent experience
- Experience of working in the voluntary/charity sector
- Experience of providing basic housing and welfare advice
- Understanding of mental health services provision for refugees, people seeking asylum and survivors of trafficking
- Knowledge of vulnerable adult and child protection policies
- Experience of working with survivors of trauma including torture, domestic violence and human trafficking
- Experience of working in a holistic way with clients

- Experience of working with, supervising and/or managing volunteers.

As is the nature of work in this sector, the role will expose the postholder to traumatic and distressing material and, whilst they will be supported by their line manager and the surrounding team, they should also be able to demonstrate knowledge of the self-care principles needed to manage working in an intense work environment and be able to collaborate in the dissemination of those principles to other members of the team.

**The successful applicant will be part of the multi-disciplinary team in a human rights and clinical organisation and will therefore have contact with vulnerable service users. During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we require our staff to have the COVID vaccine and we will ask for proof of vaccination during the recruitment process. Vaccination will be a condition of employment unless an exemption applies.**

Please note that the successful candidate will be offered the job subject to suitable references and an enhanced DBS check. If appointed, you will be required to give your consent to HBF to receive regular updates on your criminal records status throughout your employment.

Please submit an up-to-date CV and covering letter by **5pm on Monday 4<sup>th</sup> July 2022**. Your application should outline your relevant skills and experience, as well as how your previous experience that matches the listed responsibilities and person specification to [jobs@helenbamber.org](mailto:jobs@helenbamber.org).

Please state in your covering letter when you would be available to start the role.

Interviews will be scheduled as soon as possible following closure of the role at our offices in central London. For any queries about the role, please contact Laila Amarneh, Senior HR and Operations Coordinator at [jobs@helenbamber.org](mailto:jobs@helenbamber.org)

We regret that we can only respond to applicants who make it to the interview stage. No agencies.