

JOB DESCRIPTION – Housing and Welfare Casework Coordinator

Job title: Housing and Welfare Casework Coordinator	Contract: Permanent/Full time (37.5 hours per week)
Salary: £27,000 p.a.	Location: Camden, Central London
Report to: Housing and Welfare Manager	Benefit: 27 days holiday plus 4% matched pension contribution

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. Through the Model of Integrated Care, the HBF offers survivors access to an individually tailored programme of specialist psychological care and medical advisory services, legal protection including providing expert medico-legal documentation, Housing and Welfare support, and creative and skills activities within an integration programme. Where someone is a survivor of trafficking, they benefit from HBF's Counter-Trafficking Programme. The Foundation's expertise is renowned in the field.

The Role

This is an exciting opportunity to join the Housing & Welfare Department which operates within HBF's vibrant, multi-disciplinary team. The successful candidate will be working alongside human rights professionals from a wide range of fields and disciplines. The purpose of the role is to work alongside the Housing and Welfare Manager and wider team to support, assist and safeguard our clients who are survivors of human rights abuses, alleviating or preventing destitution, homelessness and unsuitable housing. The post will be responsible for the line management of volunteers to support this casework.

Founder: Helen Bamber OBE, DU (Essex)

Human Rights Advisory Group

Sir Nicolas Bratza, Parosha Chandran, Shu Shin Luh

Managing Executives

Kerry Smith (Chief Executive Officer),
Dr Katy Robjant (Executive Director of Clinical and Counter-trafficking)
Gareth Holmes (Executive Director of Fundraising and Communication)
Anne Muthee (Director of Finance and Operations)

Honorary Medical and Research Director: Prof. Cornelius Katona MD FRCPsych

President: Emma Thompson (DBE)

Board of Trustees

Sir Nicolas Bratza, Patricia Chale, Dan Colton, Olivia Curno (whistleblowing trustee), Adam Epstein (Chair), Nina Kowalska, Nancy McCartney, Elizabeth Mottershaw (whistleblowing trustee), Sam Peter, John Scampion (Treasurer), and Prof Ian Watt (safeguarding trustee)

Board Observers: Mafusi Maime and Rehab Jameel

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

Equal Opportunities

The Helen Bamber Foundation 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 applicants who are Black, Asian, or from other ethnic minorities, and those with refugee and migrant backgrounds.

Duties and Responsibilities

- Assisting and advising clients to access appropriate asylum support, housing and mainstream benefits, within the remit of prevention of homelessness and destitution;
- Supporting clients on a daily basis through calls, appointments, and emails/text;
- Working with the Housing and Welfare Manager and rest of the Housing and Welfare and wider teams on delegated casework tasks, and triaging incoming issues and tasks;
- Communicating verbally, and in writing as a representative of HBF with clients, other charities and organisations, solicitors, and statutory bodies, including local authorities, the DWP and NHS;
- Referring clients internally and externally as appropriate for appropriate support;
- Attendance at weekly multidisciplinary meetings (Care Plan, Complex Cases and others as required);
- Maintaining accurate and timely client records and follow-up work;
- Administrative support and ongoing tasks as required, including database management, calendar and diary management and file-keeping;
- Assisting with policy and publications where required.

Throughout all aspects of the role:

- Respecting client confidentiality at all times in line with HBF's confidentiality agreements and consent forms;
- Ensuring accurate and timely record keeping of client data in CMS and participating in gathering data when required for monitoring and evaluation in line with organisational KPIs;
- Attendance at HBF's staff training days, meetings and any departmental meetings when required;
- Attendance at forums and meetings with relevant external agencies to promote HBF, share information and keep knowledge up to date;
- Promotion of the aims, principles, policies, interests and wellbeing of the Foundation and to protect its integrity and reputation at all time;
- Supporting the organisation at special events and initiatives.

Skills and experience

Essential knowledge, skills and experience:

- Understanding of, and commitment to, the objectives of the Helen Bamber Foundation;
- Substantial advice/casework and vulnerable client-facing work experience;
- Knowledge of the rights and entitlements of people seeking asylum and refugees;
- Knowledge of central advice topics including but not limited to asylum support legislation, evictions and mainstream homelessness duties, welfare benefits including but not limited to Universal Credit, support available under the National Referral Mechanism, and adult social care;
- Ability to self-direct and make decisions regarding appropriate courses of action, seeking team members' advice where necessary;
- Ability to manage own caseload and time and to prioritise a range of competing demands, in often time-pressured and urgent situations;
- Excellent organisational skills including accurate and timely recording of casework and data
- Excellent interpersonal skills, the ability to deal with vulnerable people in a sensitive manner and manage relationships with professionals and colleagues from different disciplines and organisations;
- Excellent IT skills including the use of databases, email, word processing;
- Awareness of confidentiality/data protection;
- Flexibility and willingness to undertake other duties as required.

Desirable knowledge, skills and experience

- Knowledge of the challenges facing vulnerable clients including people seeking asylum, seekers, refugees and survivors of torture, human trafficking, and a demonstrable empathy for this client group;
- Experience of managing volunteers;
- Ability to keep up to date with legislation, case law, policies and procedures relating to victims of human trafficking and welfare, housing and immigration.