



HELEN BAMBER FOUNDATION

Housing & Welfare Casework Coordinator

October 2026



OUR HISTORY AND PURPOSE

The **Helen Bamber Foundation**, founded in 2005 by the pioneering human rights advocate Helen Bamber, was created to reflect the evolving global patterns of violence and persecution. Helen Bamber, who entered Bergen-Belsen Concentration Camp in 1945 as part of one of the first rehabilitation teams, recognised that all survivors of extreme violence – regardless of the perpetrator – require safety, legal protection, and medical and emotional support.

In 2020, the Helen Bamber Foundation joined forces with Asylum Aid (established in 1990) to form the Group. Asylum Aid specialises in providing legal representation to vulnerable individuals seeking asylum, focusing on the most complex cases including survivors of trafficking, children, and stateless people. Asylum Aid is a leading actor in strategic litigation and advocates for policy and systemic changes to remove barriers to protection and justice. Asylum Aid maximises its impact by providing training and working in partnership with other organisations. Asylum Aid is a wholly owned subsidiary of the Helen Bamber Foundation.

Today, the Helen Bamber Foundation's unique Model of Integrated Care (MoIC) provides holistic support encompassing therapy, legal advocacy, medical treatment, and practical assistance, helping survivors rebuild their lives with safety, freedom, and dignity. Using our expertise, we drive best practice and systems change to deliver for all survivors.



ABOUT US

Vision: All survivors of trafficking, torture, and extreme human cruelty have safety, freedom, and power.

Mission:

- **Support:** Using our Model of Integrated Care and legal expertise, we protect survivors from persecution, re-trafficking, exploitation, and abuse.
- **Collaborate:** Working with individuals with lived experience and key partners, we tackle systemic challenges facing survivors, train practitioners, and promote best practices to support more people.
- **Advocate:** Drawing on our unique expertise, we drive policy and systemic changes to improve access to protection and uphold the human rights of survivors.
-

"I feel worth now when I am around other people. I don't constantly worry what others may think of me and whether they are judging me... I feel like a human being. I feel like I'm catching up on life."

A client of the Helen Bamber Foundation

OUR VALUES:

Principled: We are outraged at the injustices that survivors of torture, trafficking and human cruelty face in securing safety and in rebuilding their lives and we work respectfully to address them.

Determined: We are Human Rights Advocates committed to securing justice for all survivors and will not stop until we have done so.

Welcoming: We maintain a safe, warm environment for individuals, groups and professionals to connect, to recover and to contribute.

Collaborative: We work holistically with individuals, through our Model of Integrated Care, and in partnerships with other organisations, to ensure the greatest impact on all survivors of torture, human trafficking and human cruelty.

Innovative: We respond and evolve according to the needs of the individual, the community and to ensure necessary change across the sector in the UK, Europe and Globally.

Expert: We are a Centre of Excellence, providing experienced and professional support, advice and information in our work with individuals, partners and government.

EQUITY, DIVERSITY AND INCLUSION

Our commitment to principles of equity, diversity and inclusion is an integral part of our approach to our clients, our volunteers and our staff, and we are an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates because we are keen to make sure that all our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in.

We genuinely welcome and encourage applications from candidates from range of backgrounds, especially people of colour, people with disabilities, people from low socio-economic backgrounds, refugees, stateless people and others with lived experience of forced migration or trauma who are under-represented in our organisation.

We recognise and value the role of lived experience in meeting the needs of our clients and acknowledge the under-representation of people with lived experience of forced migration, statelessness and trauma in the refugee and migration sectors. We value experience gained overseas as well as in the UK and you will receive full training to enable you to transfer your knowledge and skills to the UK context.



ABOUT THE ROLE

OVERVIEW OF THE ROLE

The Housing and Welfare team sits within the wider MOIC multidisciplinary team and works to ensure that HBF clients are not destitute and have secure, suitable accommodation. The team takes a right-based approach to casework, ensuring people receive what they are entitled to. This means that while 'Housing and Welfare' can be interpreted widely, in order to fulfil this primary purpose, the team's first priority must be to ensure that HBF clients receive the statutory minimum they are entitled to. The team's secondary objective is to help clients to live with greater dignity and be better able to meet their needs. Achieving these objectives means covering a wide range of tasks which vary greatly depending on what stage the client is at both in terms of their immigration application and within HBF.

The Housing and Welfare team supports clients at any stage of the immigration process, both before and after their immigration status is secured. This means supporting clients who are supported by the Home Office and in receipt of asylum support, during the transition to mainstream statutory support once a decision is made on their immigration case and while they begin their recovery with secure immigration status. The work is varied and often complicated, requiring working alongside colleagues in the sector, legal professionals and government departments both at the central and local levels.

The Housing and Welfare team is supported by casework volunteers and the post holder will be responsible for the line management of volunteers.

MAIN 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;
- Triaging incoming issues and tasks and working with the Housing and Welfare team to manage caseloads accordingly
- Communicating verbally, and in writing, as a representative of HBF with clients, human rights organisations, solicitors, the NHS, and statutory bodies, including local authorities and the DWP;
- Identifying new and existing referral and signposting pathways for clients and referring or signposting clients as appropriate for specialist help;
- Attendance at weekly multidisciplinary meetings;
- 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 the Helen Bamber Foundation's confidentiality agreements and consent forms;
- Ensuring accurate and timely record keeping of client data in our client management system and participating in gathering data when required for monitoring and evaluation in line with organisational KPIs;
- Attendance at forums and meetings with relevant external agencies to promote the Helen Bamber Foundation, share information and keep knowledge up to date;
- Supporting the organisation at special events and initiatives.

Other

- Maintaining the values of the charity and positively promoting the work and activities of the charity at all times
- Undertaking any task that may be requested from time to time that may be consistent with the nature and scope of this post
- Championing diversity and inclusion in your role at all times.

PERSON SPECIFICATION (E: essential; D: desirable)

Knowledge and experience

- Knowledge of the rights and entitlements of people seeking asylum and refugees (E)
- Knowledge of central advice topics including but not limited to asylum support legislation, mainstream homelessness duties, welfare benefits including Universal Credit, support available under the National Referral Mechanism, and adult social care (E)
- Substantial advice/casework and vulnerable client-facing work experience (E)
- 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 (D)
- Experience of managing volunteers (D)

Skills and abilities

- Ability to self-direct and make decisions regarding appropriate courses of action, seeking expert team members' advice where necessary (E)
- Ability to manage own caseload and time and to prioritise a range of competing demands, in often time-pressured and urgent situations (E)
- Excellent organisational skills including accurate and timely recording of casework and data (E)
- 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 (E)
- Excellent IT skills including the use of databases, email, word processing (E)
- Ability to keep up to date with legislation, case law, policies and procedures relating to victims of human trafficking, housing law, welfare guidance and immigration policy (D)

Values and approach

- Understanding of, and commitment to, the values and objectives of Helen Bamber Foundation (E)
- Flexibility and willingness to undertake other duties as required (E)
- Awareness of confidentiality/data protection (E)

Please be aware that that we work with individuals who have experienced highly traumatic events, and it is likely that you will hear or read about extreme human cruelty and resulting mental health challenges during the course of your work. This is challenging for everyone, and we encourage you to share any difficulties you are facing with your line manager who will be able to direct you to appropriate resources to support you. Whilst you will be supported by your line manager and the surrounding team, you should also be able to demonstrate knowledge of self-care principles needed to manage working in such a work environment and be able to collaborate in the dissemination of those principles to other members of the team.

REPORTS TO

You will report to the **Housing and Welfare Manager**

SALARY

From **£28,900-£32,500** (depending on experience)

HOURS

9 – 5.30pm, 37.5 hours per week (full time)- flexible working considered
Hybrid working: 60% office presence

LOCATION

Old Street, London

START DATE

January 2027

BENEFITS



Annual Leave

27 days plus bank holidays (increasing to 29 days after three years of service, and to 30 days after five years of service) plus up to 4 discretionary days for the winter closure period



Wellbeing support

Three wellbeing days a year (pro-rated for PT staff), a confidential 24/7 helpline through our Employee Assistance Programme, a 2 week winter-closure period, free fruit in the office, weekly free Yoga in the office, a corporate eyecare scheme and much more!



Training & development

An individual training budget on training for you and monthly Lunch and Learns with external and internal speakers



Employer pension contributions

We provide competitive pension contributions of 4%



Group reflective space

We plan to offer regular group reflective spaces for all staff.



Reasonable adjustments

Occupational health assessments as necessary to understand how we can support and make reasonable adjustments



Family friendly policies & work life balance

We care about your wellbeing and encourage flexible working arrangements to promote a healthy work-life balance. We also provide enhanced maternity, paternity, adoption, family reunion and shared parental leave



Sabbatical Leave

Opportunity to apply for sabbatical leave after three years of service (conditions apply)



Employee experience

We have an Equity, Diversity, Inclusion and Belonging Working Group, monthly staff meetings, and three staff away days a year!

HOW TO APPLY

The first stage is to complete on our online application form on our website **by 10:00m Monday 19th October 2026**.

The website form will ask you to:

- Upload a short covering letter. Please tell us why the position appeals to you, and how your relevant skills and experience, including any voluntary experience and lived experience, matches the listed responsibilities and person specification. Please also state in your covering letter when you would be available to start the role. This information can be shared in one of four different ways:
 1. Written A4 (No more than 2 sides of A4)
 2. PowerPoint (No more than 3 slides)
 3. Audio recording (No more than 5 mins) *
 4. Video Recording (No more than 5 mins) *

* if you send in your cover letter in one these formats, please do not upload this to our website but email it to jobs@helenbamber.org.

- Upload your current CV
- Complete an online Equal Opportunities monitoring form – completion of this form will help us ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. The questions are entirely optional and this information will not be available to members of the selection panel.

TIMELINE

Closing date: **10am on Monday 19th October 2026**

Preliminary interviews (online): w/c **26th October 2026**

Final panel interviews (in person): w/c **2nd November 2026**

SELECTION PROCESS

We will invite candidates to an initial **15-minute online** screening meeting week commencing **26th October 2026** followed by shortlisted candidates attending **in-person interview** week

commencing **2nd November 2026**. We may also ask you to complete a short-written task ahead of the interview.

At Helen Bamber Foundation we want to be transparent about what kind of qualities we are looking for and build trust from the very beginning of your journey with us. The first step is your interview, and we mean 'your' interview so we will provide you with your interview questions ahead of the interview. This will allow you time to prepare, and ensure you have your best examples in mind.

We offer a guaranteed initial interview for refugees, stateless people and others with lived experience of forced migration, provided that they can provide some evidence of the relevant experience or skills in relation to the essential criteria.

We regret that we can only respond to applicants who make it to the interview stage.

ADJUSTMENTS

We are committed to providing reasonable adjustments throughout our recruitment process and we'll always endeavour to be as accommodating as possible. If you would like to discuss any specific requirements, please get in touch with us at jobs@helenbamber.org.

ELIGIBILITY

Please note that the successful candidate must have the right to work in the UK (as a small charity we do not have the capacity to sponsor work visas).

SAFER RECRUITMENT

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of young people and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluation information from and about candidates to make sure that all persons appointed are suitable to work with our children and adults. The recruitment and selection of our people will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

Successful candidates will also be subject to a DBS check. If appointed, you will also be required to give your consent to the charity to receive regular updates on your criminal records

status throughout your employment and to disclose any relevant convictions incurred during your time with us.

EXPERTS BY EXPERIENCE SUPPORT

We are also proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience in the refugee and migrant sector. If you are an expert by experience (a refugee or a migrant with direct, first-hand experience of issues and challenges of the UK asylum or immigration system), you can seek independent and confidential support with your job application from the Experts by Experience Employment Network. They can help you in preparing your job application by providing one-on-one mentoring support to review your CV, cover letter or provide interview preparation. To request job application support or general one-to-one career advice and mentoring, please click [here](#).

STATEMENT ON ARTIFICIAL INTELLIGENCE (AI) AND RECRUITMENT

At Helen Bamber Foundation we don't make decisions based on artificial intelligence (AI). We have a human approach to hiring and all applications are reviewed and assessed by our team.

Similarly, what we are most interested in hearing about is your individual motivation, experience, skills and values. AI doesn't know about you or what motivates you – we want to hear from you.

AI may be a helpful tool, but typically leads to generic answers repeated by multiple candidates, not stand out applications. Please make sure that your responses reflect your own thoughts and experiences.

TO FIND OUT MORE

To find out more about this role, please contact jobs@helenbamber.org.

“There are times when you despair in our ability to make any sort of difference. But I say to people that we are all part of a mosaic. We can all be influential in our own fields and ways.”

Helen Bamber, OBE (1925 - 2014)

Helen Bamber Foundation
Charity Number: 1149652
helenbamber.org

