

# Refugee and Asylum Seeker Caseworker

November 2023

Hertfordshire Mind Network  
Watford Wellbeing Centre  
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## Refugee and Asylum Seeker Caseworker

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at <https://www.hertsmindnetwork.org/refugee-asylum-seeker-caseworker/>

**To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.**

**Being able to drive and having access to your own vehicle is essential for this role.**

Please return applications to Paul Warwick at the above address or by email to [recruitment@hertsmindnetwork.org](mailto:recruitment@hertsmindnetwork.org).

**Closing date for receipt of applications is Wednesday 6<sup>th</sup> December.**

**Interviews to be held on Monday 11<sup>th</sup> December at our Watford Wellbeing Centre.**

Yours sincerely,

Paul Warwick  
**Senior Lead Complex Needs & Community**

## Our Vision, Purpose and Values

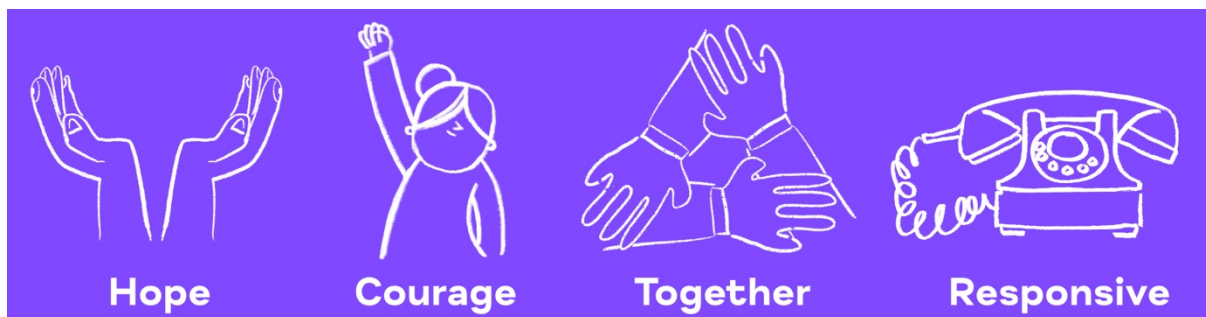
### Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

### Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

### Our values



**Hope** - We believe in potential, possibility and opportunity. We embrace a culture of curiosity and sustainability. We believe in choice, freedom, change and a better future for every person experiencing mental ill health.

**Courage** - We are determined, bold and unstoppable. We welcome transformation and innovation, advocate for improvement and influence change in Hertfordshire's mental health system. We are resilient and speak loudly in the face of adversity and inequality, and we fight tirelessly for mental health.

**Together** - Coproduction is at the heart of our organisation. Together we share learning, build relationships and connect with others. We work in partnership with individuals, voluntary sector and statutory services, local organisations and companies, to generate new ideas and promote inclusion and diversity and a better understanding of mental health across our community.

**Responsive** - We are open and transparent. We take time to listen, to learn, to share and to act. We adjust to change, make timely decisions and are both respectful and inclusive.

## Job Description

<b>Job title:</b>	<b>Refugee and Asylum Seeker Caseworker</b>
<b>Reference Number:</b>	<b>187</b>
<b>Salary scale:</b>	£24,500 - £25,000 per annum pro rata
<b>Contracted hours:</b>	22.5 hours per week
<b>Working base:</b>	Flexible across our seven Wellbeing Centres
<b>Reports to:</b>	Senior Lead of Complex Needs
<b>Checks needed:</b>	Enhanced DBS and 2 satisfactory references

### Background of Post

This is an exciting project, 'Flourish' – Mental Health for Refugees and asylum seekers in Hertfordshire, which is a highly flexible and responsive outreach service developed to meet the needs of refugees and asylum seekers in Hertfordshire. The aim of the service will be to support refugees and asylum seekers in the community with practical needs, working alongside the mental health support workers in the Flourish team.

The countywide holistic service also provides emotional wellbeing support for families who are hosting refugees and would require the individual to be able to support the host families if needed with practical support.

Complex needs are defined by the National Complex Needs Alliance as a combination of health needs and social needs.

### Purpose of Post

The purpose of the Hertfordshire Mind Network Refugee and Asylum Seeker Caseworker role is to:

- To provide support with form filling, information, onward referral.
- Support to signpost and make referrals.
- To remain a source of independent support for all clients.
- Embed a person centred and solution focused approach in all aspects of the role.
- To work in a practical and responsive way, putting the clients emotional and practical needs at the forefront of this work.

### Accountability

You will be line managed by a senior member of the Flourish team for Hertfordshire Mind Network but will manage your own workload, prioritising tasks and working on your own initiative.

## Responsibilities of the post

- Working closely with all key delivery partners across the system to ensure the service is responsive, inclusive and easy to access.
- To work with our Refugee and Asylum Seekers Community Outreach Workers and Groups Coordinator.
- To create a safe space for the individual to be able to explore their feelings and improve their understanding around their practical needs that maybe affecting their wellbeing or mental health.
- To support with paperwork and applications
- To work a long side translators where required.
- Support with understanding and applying for benefits and entitlements.
- To support at groups with the practical needs of individuals
- Understanding of different backgrounds and beliefs
- Proactively recognise the indicators of practical issues that maybe contributing to an individual's mental health and wellbeing and to facilitate appropriate action, whilst liaising with relevant agencies, including internal Herts Mind Network services.
- To work alongside translators when required to provide a robust package of support for clients.
- To provide advocacy to our clients briefly where required.
- To work with the third sector and signpost to other agencies as necessary to improve the health and wellbeing of clients referred to the service.
- To liaise with other agencies to ensure that clients receive appropriate support and continue to remain engaged with the service.
- To assist clients to access appropriate mental health services, housing/tenancy services and other services according to assessed needs.
- To support with immigration paperwork.
- To establish effective pathways across a variety of agencies to maximise and provide effective partnership working.
- To actively seek the views and feedback from refugees, asylum seekers and hosting families in order to shape and improve service delivery.

## General

- To ensure compliance with legal, ethnical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equality and diversity.
- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- All information must be maintained within the Data Protection Act.
- To be an active and effective team member.
- To work some hours outside of normal office hours (including evenings and weekends).

- At all times to carry out every aspect of your duties with due regard to Herts Mind Network's (HMN) policies and procedures including the Equalities Statement.
- To ensure (HMN) values are embedded in the service.
- To maintain a professional level of communication at all times.
- To keep clear records and plans of all contacts with clients, professionals and meetings with external agencies.
- Maintain full accountability to the project through supervision.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Trustees.
- Full training for the role will be provided.

**Person Specification on next page.**

<b>Person Specification</b>	<b>Essential/ Desirable</b>
<b>Experience</b>	
A good understanding of Refugees and Asylum Seekers practical needs	E
Experience of working with vulnerable individuals	E
Experience of working with those affected by housing difficulties and/or displacement	E
Understanding & knowledge of the potential concerns of/ challenges faced by refugees and asylum seekers	D
Expert by lived experience with mental health	D
Experience of administrative duties	D
Evidence of working to deadlines, and achieving outcomes against targets	E
Creative and flexible approach to working with individuals	E
Demonstrable understanding of relevant legislation and policies in regard to child and adult at risk protection issues and legal responsibilities, such as the Data Protection Act, Safeguarding Children and Vulnerable Adults, Child Protection	E
<b>Skills and abilities</b>	
Excellent communication skills and ability to develop effective working relationships at all levels	E
Bilingual or speaker of more than one language	D
Ability to work on own initiative whilst retaining teamwork responsibility	E
Ability to work within the principles of equal opportunities and diversity	E
Maintain personal and professional boundaries	E
To maintain confidentiality and adhere to data protection requirements	E
An understanding of partnership working and the ability to work as part of a multi-disciplinary/agency team	E
Ability to deal with stressful and difficult situations in a calm manner	E
Ability to work flexibly, independently and autonomously and prioritise and manage own workload including meeting targets and deadlines	E
<b>Knowledge/Qualifications</b>	
A professional qualification or equivalent degree related to mental health, health or social care	D

Knowledge and understanding of housing processes	E
Understanding of the principles of advocacy	E
Understanding of risk assessment and safety planning	E
Evidence of continual professional development	E
<b>Practical</b>	
Good IT skills including Word, Outlook, Excel and PowerPoint, with proven ability to input and extract information	E
Car driver with sole ownership of a vehicle, business insurance, a clean driving license and willingness to travel to locations countywide	E
<b>Personal circumstances</b>	
Show flexibility in working location	E
Ability to work unsocial hours on occasion, e.g., attending evening/weekend meetings	E

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