Civic Centre

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Mansfield

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**Job description and Person Specification**

**Caseworker for Maun Refuge**

 **Salary £27,000 pro rata (£11,675)**

**Work pattern: part time/16 hours/flexible**

**Location: Mansfield,** **based in the Civic Centre**

Maun Refuge is a Mansfield based charity that supports displaced people to settle into the community.

We are offering a two-year post as our Caseworker.

We need an enthusiastic, energetic and well-organised person for at least the lifetime of the funding period (up to Dec 2025) who will primarily:

**deliver casework to displaced people by supporting their journey towards work and volunteering, housing, education, benefits, civil status, etc..**

Depending on fluctuations of need for this prime task, there is likely also to be opportunity to

1. lead on communications, IT and publicity for Maun Refuge
2. promote learning, cultural opportunities and educational high standards
3. support our administration and financial practices and the future development of the charity.

**Main Duties**

* + Identify support needs where Maun refuge can assist or signpost to other agencies, including finding a home, understanding tenancies, registering with a GP, with education, with a bank, applying for benefits and jobs, etc..
	+ Develop and maintain the service to displaced people, supporting integration into the community.
	+ Develop and maintain efficient, safe and timely communications on behalf of the charity, through the use of e.g. web-site, appropriate social media, Whatsapp messaging etc.
	+ Maintain and develop excellent working relationships with partners.

**You will also support the Charity Co-ordinator to**

* liaise with volunteers, introducing and training new ones in support and befriending techniques that promote community cohesion
* facilitate English lessons and other cultural sessions
* support young refugees in their education programmes and in their quest for employment opportunities
* promote and reinforce independence among refugee families – in socialisation, travel, and engagement with services and amenities
* promote the benefits of joint endeavours such as growing, food sharing, cultural and health projects

**Person Specification for Caseworker**

*NB Essential criteria are marked ‘E’ and desirable ‘D’.*

1. **Cultural understanding and empathy**
* Ability to ensure Maun Refuge provides sensitive, safe and empowering support to distressed people in vulnerable situations. **E**
* Excellent verbal and written communication skills in English, including:

- the ability to communicate effectively with people whose first language is not English - directly, using Whatsapp and through interpreters. **E**

* Capacity to effectively advocate on behalf of clients to realise their rights and entitlements. **D**
* Willingness to open up to different cultures and people. **E**
1. **Personal effectiveness, including**
* Organisational and time management skills – managing, monitoring and prioritising workload. **E**
* Ability to analyse complex information and make good decisions about action and dissemination. **E**
* Ability to convey complex information in simple English e.g. when helping refugees deal with officialdom. **E**
1. **People management, including**
* Willingness to support, manage and develop refugees, other staff and volunteers. **E**
* Ability to manage relationships and partnerships for the long term. **E**
* Experience of working in professional and charitable sectors. **D**
* Capacity to deliver learning and development activities. **D**
1. **Office management, including**
* Ability to use IT safely and successfully: including email, word processing, database and spread sheet packages
* Possessing good social media and website management skills. **D**
* Experience of keeping accurate and up to date records. **E**

**E. Knowledge**

* Good general education.**E**
* Knowledge of the local area and its available services and opportunities, or ability to acquire this information quickly. **D**
* Wilingness to learn about the fundraising climate locally and nationally. **D**
* Understanding of issues, rights and entitlements relating to refugees, as well as the actual and potential supportive roles of statutory and non-statutory agencies. **D**

**Some terms and conditions**

* The part-time position will entail a weekly commitment of 16 hours per week, with flexible working possible by arrangement.
* The successful applicant is expected to provide at least two references from independent, authoritative referees, including a current or recent employer.
* We would like to commence the appointment as soon as possible; however, we would wait for the right candidate if a period of notice needs to be served.
* The successful candidate will be accountable to the Charity Co-ordinator and ultimately to the Trustee Board of Maun Refuge, with regular supervision meetings.
* You will undergo a DBS check and commit to working within Maun Refuge’s safeguarding policy.
* undertake any other reasonable duties as required.
* agree to work occasional unsociable hours as needed.

**Closing date for applications is Monday 22 April**

 **with interviews anticipated to be held on Tuesday 30 April 2024**



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