



Casework Coordinator (August 2024)

Rainbow Migration, the longest-running charity in Europe dedicated to supporting LGBTQI+ people through the asylum and immigration system, is recruiting a Casework Coordinator to deliver support services to people seeking asylum on the basis of their sexual orientation, gender identity, gender expression or sex characteristics.

Rainbow Migration has been supporting LGBTQI+ people through the asylum and immigration system and campaigning for their rights since 1993. We now have an opportunity for a Casework Coordinator to join our team and play a key role in helping women seeking asylum on the basis of their sexual orientation improve their ability and resilience to cope with the challenges they face and build support networks.

This role will receive full training and support as required to deliver your responsibilities, including:

- Facilitating regular support group meetings of women who are seeking asylum on the basis of their sexual orientation
- Providing one-to-one emotional and practical support primarily to LGBTQI+ women who are seeking asylum
- Assisting service users to access health services and accommodation
- Ensuring service users access quality legal representation
- Sharing your knowledge and experience by providing advice, guidance and training to other organisations working with LGBTQI+ people who are seeking asylum

This position requires that you are a lesbian or bisexual cisgender or trans woman and are comfortable discussing and disclosing your sexual orientation in a professional context with service users. Non-binary people are also welcome to apply for this role if you believe that your lived experience sufficiently closely aligns with that of women and girls.

It is important to be aware that your identity, including your sexual orientation, gender identity or intersex status, may become known to external parties, such as service users' friends, funders, and the general public through your association with Rainbow Migration and our work.

Rainbow Migration's vision is that LGBTQI+ people can settle in the UK and lead fulfilling lives. Our values are:

- **Safety:** We believe everyone should be safe from persecution and safe to be themselves. We strive to create a safe workplace culture, and we place importance on the wellbeing of everyone involved with Rainbow Migration.
- **Integrity:** We are thorough and honest in everything we do, and we take responsibility for our actions. We want to be accountable to our communities and those who support us.
- **Belonging:** We welcome and include all LGBTQI+ people, and we celebrate and value their range of experience in terms of gender, religion, race, age, disability status and class. We try to remove obstacles to participation, champion equality and promote a sense of family or home through our services.
- **Respect:** We believe that every person is equal and deserves the same level of courtesy, care, and attention. We respect the rights, wishes and feelings of our service users, and campaign for their rights to be respected as they go through the asylum and immigration system.

At Rainbow Migration, we don't just accept difference – we celebrate it, we support it, and we thrive on it. We're proud to be an equal opportunity employer and we value diversity. We do not unlawfully discriminate on the basis of race, religion, colour, national origin, gender, gender identity, sexual orientation, age, marital status, or disability status – we consider all qualified applicants who meet the genuine occupational requirements, consistent with any legal requirements.

We strive to build a team that reflects the diversity of the community we work in and welcome applications from candidates with lived experience of going through the UK asylum system or who have been subject to immigration control, and also people of colour who are currently underrepresented among our staff in relation to our service users. We offer a guaranteed interview scheme for anyone considered as disabled under the Equality Act 2010 if they meet the necessary criteria in the person specification.

Owing to the nature of the work, the successful applicant will be required at the point of conditional job offer to disclose all unspent criminal records and subsequently to undergo an enhanced DBS check. See our [website](#) for more information.

Contract type: Permanent

Hours: Full-time (35 hours a week). Working part-time (minimum 21 hours a week) or job-sharing will be considered. Occasional work in the evenings and at weekends may be required but with plenty of notice. Rainbow Migration encourages staff to maintain a good work life balance and has a TOIL system in place.

Salary: Starting at £30,236 FTE with potential annual step increases up to £33,899 (pro rata if working part-time), plus statutory employer's pension contribution. In addition to an annual step increase, the trustees consider giving a separate inflationary increase every April.

Location: Rainbow Migration's offices are based between Vauxhall and the Oval, London. This role will have an office-based contract but the postholder can choose to work from home for

part of the week in agreement with their line manager as per our hybrid working policy. You must be available to work from our offices in London when necessary. The successful candidate would also be welcome to work from the office full-time if that is their preference. At the time of posting this advert, none of our staff are going into the office every day. There might also be occasional travel outside London with plenty of notice. Please contact us if you have any questions.

Annual Leave: 25 days per year rising after 24 months by 1 day after each year of service to maximum of 28 days per year (pro rata if working part-time).

Benefits:

- Two days of wellbeing leave to be taken at short notice in each calendar year (pro rata for part-time staff)
- Enhanced parental leave and pay
- Full pay for jury service (up to four weeks), compassionate leave (up to two weeks) and dependents leave (up to four days, pro rata for part-time staff)
- Separate salary step and inflationary increases considered every year
- TOIL system
- Hybrid working policy, including possibility of working abroad for 10 working days (pro rata for part-time staff) each year
- Policy on staff loans or salary advances for difficult times
- Work laptop and mobile phone
- Training and learning opportunities
- Employee telephone counselling service
- Clinical supervision for staff delivering services

How to apply:

Closing date: 9am 09 September 2024

Interview dates: TBC

Please read the job description and person specification. If you have any questions about the role or would like to find out more before applying, then you can contact the line manager via recruitment@rainbowmigration.org.uk.

Please send to recruitment@rainbowmigration.org.uk:

1. Your CV
2. A written statement (max 1,000 words). Instead of a written statement you may submit your statement by video or audio recording (max 8 minutes)

We'd also be grateful if you would complete this optional [monitoring form](#)

In your statement, please:

1. Give examples of how you meet the person specification. In addition to what is on your CV, we want to hear about any relevant skills and experience that demonstrate how you

- meet the necessary criteria for the role, and if you meet any of the advantageous criteria. Skills and experience could be from training, volunteering, interests or life experience
2. Confirm if you wish to be considered under the guaranteed interview scheme for anyone considered as disabled under the Equality Act 2010 (physical or mental impairment that has a 'substantial' and 'long-term' effect on your ability to do normal daily activities)
 3. State how many hours a week you wish to work (we are looking for a minimum of 21 hours) and if you have a preferred pattern, or if you are applying as part of a job-share

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 ask for an independent and confidential support for your job application from the [Experts by Experience Employment Network](#). Please complete [this form](#) to request support and they will confirm if they can match you with a mentor to support your application.

By submitting an application, you:

1. Confirm that you have the right to work in the UK and will produce the necessary documentation if you are offered this post
2. Declare that to the best of your knowledge and belief, the information provided with your application is true and correct and that you understand that any false information or statement given will justify the dismissal from Rainbow Migration if appointed
3. Accept that, if successful, you will be required to disclose all unspent criminal records at the point of conditional job and subsequently to undergo an enhanced DBS (Disclosure and Barring Service) check.

Privacy notice

If you apply for this role, the information you provide will be processed according to Rainbow Migration's [privacy policy](#). Rainbow Migration will not share your information with any third parties unless part of the recruitment process or are legally required to do so. By applying, you are permitting Rainbow Migration to access and use the information for recruitment purposes. Information is kept for the minimum period necessary, which for CVs, covering statements and/or audio or video submissions for unsuccessful applicants is 12 months after the conclusion of the recruitment campaign. Monitoring information is kept separately and is pseudonymised to avoid identification of applicants. It is amalgamated for statistical purposes and the original data is then deleted after six months.

Casework Coordinator:

Job Description

Purpose

The Casework Coordinator will deliver Rainbow Migration's support services to help achieve three of Rainbow Migration's strategic goals:

1. Optimal wellbeing and no isolation among LGBTQI+ asylum seekers and refugees
2. LGBTQI+ people who need protection are granted leave to remain
3. The experience and needs of LGBTQI+ people migrating to the UK are better understood

The role will help achieve the following outcomes for Rainbow Migration service users:

1. Less isolation
2. Support networks
3. Improved ability and resilience to cope with the challenges they face
4. Safe and appropriate housing
5. Access to mental health support and medical care
6. Receive quality, pro bono or legal aid legal representation
7. More likely to be granted leave to remain

Responsibilities

Service delivery

- Under the guidance of the Support Services Manager, deliver support services to LGBTQI+ people seeking asylum, in particular, but not exclusively, women who are seeking asylum on the basis of their sexual orientation
- Work with the Support Services Manager and consult with service users to develop Rainbow Migration support services in line with the changing needs and demands of LGBTQI+ people seeking asylum
- Conduct needs assessments and work with the Support Services Manager to prioritise people to receive Rainbow Migration services
- Provide one-to-one emotional or practical support to LGBTQI+ people of any gender or sexual orientation, and in particular to women who have experienced trauma or sexual or gender-based violence, or who face multiple and complex challenges
- Conduct casework to help service users access health services and accommodation
- Facilitate support groups for women seeking asylum on the basis of their sexual orientation
- Make referrals to pro bono or legal aid lawyers
- Make referrals or signpost to other specialist organisations and agencies
- Provide emotional support to LGBTQI+ people held in immigration detention centres
- Write letters of support for selected service users for use in asylum applications
- Attend court hearings as a witness in support of Rainbow Migration service users
- Keep records and monitoring data in accordance with policies, data protection law, funder requirements and Rainbow Migration's monitoring and evaluation framework
- Support service users to engage in media work or to attend meetings with funders, parliamentarians or other stakeholders

Other

- Deliver training to other organisations working with LGBTQI+ people who are seeking asylum
- Provide input to Rainbow Migration's policy, campaigning and communications work
- Occasional media work or public speaking
- Comply with all Rainbow Migration's policies
- Undertake other reasonable tasks as requested

Reporting

The Casework Coordinator will be line managed by the Support Services Manager.

Casework Coordinator:

Person specification

Experience can be gained from a variety of places: paid or voluntary work, training, general interest, and life experience. We are happy to hear about relevant experience you have gained from another field and why you think it is transferable to this role. Support and training will be offered in post.

Necessary skills and experience

1. A demonstrable track record of casework in a relevant field (e.g. housing, social work, counselling), supporting multiple people from initial inquiry and achieving outcomes for them Openly lesbian or a bisexual women i.e. comfortable discussing and disclosing your sexual orientation in a professional context with service users
2. Ability to risk assess, work with and provide non-clinical/non-therapeutic support to vulnerable people with poor mental health, a history of self-harm or attempted suicide, who have experienced violence, abuse, sexual exploitation, homelessness or trauma, are potential victims of trafficking or who face multiple and complex challenges
3. Ability to support women who have experienced sexual or gender-based violence on a one-to-one basis
4. Ability to facilitate support groups for women seeking asylum on the basis of their sexual orientation
5. Ability to inform people when a service can't be provided to them
6. Ability to provide emotional support to vulnerable people
7. Excellent listening skills and an ability to create rapport
8. Ability to manage difficult conversations and complex and challenging behaviours
9. Ability to work with people from diverse religious, cultural, national and ethnic backgrounds

Advantageous skills and experience

1. Experience of working with people seeking asylum
2. Experience of working in the voluntary and/or community sector
3. Experience delivering training
4. Knowledge of coming out experiences across cultures and identities
5. Knowledge of good practice in one-to-one casework with vulnerable service users and of good safeguarding practice
6. Knowledge of voluntary and statutory services available to people seeking asylum
7. Knowledge of the asylum decision-making and support system
8. Experience of how to maintain personal wellbeing, e.g. mindfulness, exercise or hobbies, or knowledge of ways of ensuring a good work-life balance

Essential core competencies expected of all Rainbow Migration staff

1. Committed to Rainbow Migration's mission, vision and values
2. Good English verbal and written communication skills
3. Ability to work independently while understanding the importance of seeking guidance and support when required

4. Ability to plan and prioritise work and meet deadlines
5. Ability to work collaboratively within a small, multidisciplinary team
6. Ability to work occasionally outside regular office hours with plenty of notice
7. Ability to work with people from diverse backgrounds
8. Ability to use standard workplace software programmes including Microsoft Word, Excel and PowerPoint

Rainbow Migration is committed to equality, diversity and inclusion. We welcome applications from all sections of the community. The post is subject to an occupational requirement permitted under Schedule 9, Part 1 of the Equality Act 2010 and is only open to women who identify as lesbian or bisexual. Non-binary people are also welcome to apply for this role if the applicant believes that their lived experience sufficiently closely aligns with that of women and girls. We are not able to recruit men to this role.

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