

### **Job Description**

**Job Title:** Family Reunion and Settlement Caseworker  
(temporary until March 2009)  
**Ref No:** FRS0708  
**Reports To:** Operations Manager

**Grade:** 4

#### **Overall Job Purpose**

To promote the integration and settlement of refugees in Scotland by ensuring the provision of high quality family reunion integration and settlement services for refugees across Scotland.

#### **Key Responsibilities**

- Provide refugees with specialist advice and advocacy to ensure they can exercise their rights under immigration law and ensure that all case work and management information is documented following agreed Scottish Refugee Council procedures to ensure Office of Immigration Services Commission (OISC) competences are met.
- Advise service users of their settlement rights and entitlements in regards to their status, and assist to make applications to enable integration
- Provide advice on matters such as family reunion, travel documentation, settlement and citizenship, ensuring that service users needs identified through our Refugee Integration and Employment Service are also supported.
- Work in partnership and liaise with key stakeholders in the field e.g. UK Visas, Home Office – UKBA, Embassies abroad, British Red Cross, UNHCR etc.
- Employ referral protocols to ensure that service users can access high quality services from legal firms in the public and private sectors.
- Collate information and statistics on the project work, e.g. outcomes, user feedback etc.
- Promote awareness of refugee and asylum seeker rights and issues by disseminating information to external agencies and refugee communities through training, briefings, electronic and written communications.
- Contribute to provision of immigration advice internally to ensure that it meets Scottish Refugee Council casework management standards and OISC competences e.g. by use of independent file review.
- Maintain appropriate electronic and written information resource library.
- Assist in the development of a seamless service by ensuring Scottish Refugee Council staff are aware of immigration status rights, options and issues e.g. by raising internal awareness, bulletins etc.

#### **Other Duties**

- Participate in and contribute to organisational/team meetings as required.
- Provide reports for management as required.
- Monitor and evaluate provision of services by external agencies.
- Provide appropriate support to volunteers as required.
- Undertake any other appropriate duties as required.

**Person Specification****Job Title: Family Reunion and Settlement Caseworker**

Quality	Essential	Desirable
Education and training	<ul style="list-style-type: none"> <li>• General education to higher level</li> <li>• Good command of English language, both verbal and written equivalent to Higher or IELTS level 6</li> </ul>	<ul style="list-style-type: none"> <li>• OISC Level 2</li> <li>• Appropriate qualification / experience</li> </ul>
Job experience and skills	<ul style="list-style-type: none"> <li>• Experience of working with vulnerable groups particularly refugees</li> <li>• Experience in an advice/advocacy setting</li> <li>• Knowledge of requirements of OISC</li> <li>• Understanding of how to obtain and use professional opinion</li> <li>• Knowledge of asylum legislation and policy and issues facing refugees and asylum seekers</li> <li>• Experience of working in partnership and liaising with a diverse range of people and agencies with the aim of promoting the rights and entitlements of vulnerable individuals/ group.</li> <li>• Awareness social work, benefit, housing, education, health systems</li> <li>• Very good verbal and interpersonal communication skills including active listening</li> <li>• Good I.T. skills – ability to operate databases and analyse information</li> <li>• Ability to write reports &amp; draft correspondence</li> <li>• Ability to work in high pressure situations</li> <li>• Interpersonal skills including an awareness of cultural differences</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of immigration legislation and systems including case law.</li> <li>• Fluency in relevant refugee language, both verbal and written</li> <li>• Understanding of the concepts of refugee integration</li> <li>• Ability to give presentations and to produce information for a variety of audiences</li> <li>• Group-work and training delivery skills/experience</li> </ul>
Personal qualities	<ul style="list-style-type: none"> <li>• Working well as a member of a team</li> <li>• Ability to work on own initiative</li> </ul>	