



ASSIST Sheffield are recruiting a Casework Coordinator!

Job Title:	Casework Coordinator
Responsible to:	Client Support Manager
Responsible for:	Client Support and Engagement Worker Volunteer Casework Team
Hours:	28 hours (incl. Tuesdays, Wednesdays and Thursdays)
Contract type:	Permanent
Salary:	£29,447.60 per annum (pro rata'd)
Holidays:	27 days plus Bank Holidays (pro rata'd)
Location:	Victoria Hall Methodist Church, Norfolk St, Sheffield

ASSIST Sheffield is seeking an enthusiastic and skilled Casework Coordinator to help us meet clients' needs in a trauma-informed and efficient way.

We are looking for a highly motivated individual who has a commitment to supporting empowerment through casework. The successful candidate will have excellent interpersonal and communication skills, including cultural sensitivity and the ability to quickly build positive relationships and safely manage risk. You will work well as part of a small team, often under pressure and hold strong personal commitments to values of empowerment, respect and (striving for) social justice.

With the support of the CSS team, you will have responsibility for the coordination of casework support for all clients, and have an allocated caseload of clients with varying levels of support needs.

You will be supervising and supporting volunteers and the Caseworkers during two casework sessions a week. In addition, you will be working closely with the CSM to develop and transition our Casework service to an allocated caseworker model.

Flexible working hours will be considered around essential service delivery and meeting times.

This is a frontline role; the post holder must be able to work in the office with clients on a one-to-one basis. A flexible and solutions-focused attitude is needed, as the service adapts to clients needs.

Casework Service at ASSIST Sheffield

ASSIST Sheffield offers holistic support to over 50 people at a time that live in Sheffield and South Yorkshire and who have been refused asylum in the UK. Our casework forms part of the wrap-around support we offer to our clients and is intended to complement our other services such as accommodation and limited financial support and is in line with ASSIST's vision 'for all people seeking asylum in Sheffield to live life with dignity and hope for the future'.

ASSIST is always seeking to develop better ways of working with clients, to get the best possible outcomes for their future. At the heart of this is our 3-stage journey of tailored support and guidance for clients throughout their time at ASSIST which has been co-designed by our service users:

Stabilising - by providing short-term initial accommodation and financial payments, people experience safety and reduced risks around homelessness and poverty;

Planning for the future - through legal referrals, advice, signposting and long-term accommodation, people build resilience and confidence and see improvements in health and wellbeing;

Moving On - through providing support to re-engage with the asylum system and build social networks, people develop their knowledge, understanding and skills and thrive in the local community.

The Casework Coordinator role is key to enabling this transition to occur without compromising on client care.

We are a friendly and supportive team and service; working to do our bit to counter the hostile environment. Our Casework service embodies values of empowerment, respect and (striving for) social justice.

We want clients to be able to access casework support in order to address issues in a timely, supportive, informative and friendly manner. Our focus is on connecting people to opportunities, knowledge and services so they are able to access these and resolve their issues as independently as possible. If people need support to access their rights and entitlements, we will be alongside them to advocate to the best of our ability, for the best outcome.

We operate casework sessions twice a week and we have direct contact with all ASSIST clients via our monthly Welfare Sessions; in which money, essential provisions and more light-touch casework support (issues that can be progressed within 15 minutes) are available to every client.

BENEFITS

- Regular formal supervisions, appraisals, weekly support from CSM and Accommodation Manager in Client Care meetings
- Monthly staff team meetings, Wellbeing staff room, and monthly external therapeutic supervision to support your wellbeing as frontline worker
- Involvement in service development meetings
- Access to internal and external training and resources to support you in your role and professional development goals
- Access to a Healthcare Cash Plan and Employee Assistance Programme
- 6% Employer contribution to our workplace pension scheme
- Cycle to Work scheme

Further Information

ASSIST Sheffield is not accredited with the Office of the Immigration Services Commissioner (OISC) and therefore does not provide asylum or immigration advice.

Application Packs are available to download from our website:
www.assistsheffield.org.uk

Completed Application Forms, any queries about the post or requests to discuss the role over the phone should be emailed to: jobs@assistsheffield.org.uk

Please be aware that we will not accept CVs.

Deadline and Interviews - ASSIST will be operating a rolling recruitment for this post. Applications will be assessed as they are submitted and interviews offered to candidates who are determined to fulfill the essential criteria for the post.

Please be aware that we may ask candidates to attend a second interview date if the panel believes that more information would be beneficial to reaching a decision.

We strongly encourage applications from people with lived experience of the asylum system or forced migration. ASSIST is committed to equity and inclusion and welcomes applicants from all backgrounds.

An offer of employment is subject to a satisfactory Disclosure and Barring Service (DBS) check.

ASSIST Sheffield is a Charitable Incorporated Organisation, no: 1154862.