



**EVESHAM VALE WELCOMES
REFUGEES**

Evesham Sanctuary Centre, 69 Bridge Street, Evesham, WR11 4SF
Tel: 07708 738918 Email: evwinfo@gmail.com

Casework Administrator – Job Description

Job Title EVWR Casework Administrator (22 hours per week)			
Special Conditions	<ul style="list-style-type: none"> *Standard DBS required due to working with vulnerable groups *Working across Wychavon *May be required to work some evenings and weekends in response to service demands *12 month contract in the first instance 	Additional Benefits	Casual Car User
Date: June 2026			

Job Purpose

The purpose of this role is:	<p>To act as primary point of contact for a wide range of services offered by Evesham Vale Welcomes Refugees and maintain a database record of people supported and work undertaken.</p> <p>To assist in delivering support, advice and information to asylum seekers and refugees in contingency, dispersed, temporary and permanent accommodation in Wychavon District including providing support and advice through the claim process and beyond.</p> <p>To provide support to the Co-ordinator, volunteers and Trustees of Evesham Vale Welcomes Refugees including arranging training and ensuring safe working practices for volunteers</p>
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	<p>To work with Wychavon District Council's Housing Team to ensure the effective and efficient delivery of Housing Advice to client groups, leading on tailored advice for single homeless households with complex needs</p> <p>Partnership working across multiple agencies to support vulnerable households to achieve the correct package of support</p> <p>Providing oversight of and contributing to EVWR's online presence to ensure relevant information is shared appropriately and safely.</p>
The postholder reports to:	Coordinator, Evesham Vale Welcomes Refugees
The postholder supports:	Volunteers of Evesham Vale Welcomes Refugees

Key Accountabilities (All accountabilities will be carried out in line with the Charity's policies, procedures and relevant regulations and legislation)

1	Post holder will be involved in supporting a caseload of people to navigate the asylum claim process in line with immigration legislation, including the management of the EVWR service user and volunteer database
2	Post holder will engage with multiple partners including; asylum seekers and refugees, local mental health and health services, schools, voluntary sector partners and other agencies such as Wychavon District Council, Serco, Migrant Help and the Home Office to co-ordinate a package of support.
3	Assist in providing housing advice in the community to asylum seekers / refugees at high risk of Rough Sleeping on their rights, and opportunities for support from the Local Authority
4	To support Wychavon District Council's Housing Needs Advisers to deliver statutory functions highlighted in the Homelessness Reduction Act 2017 by engaging clients and providing support throughout the process
5	To work closely with partners from Wychavon District Council's Communities Team and provide updates on funding/expenditure as required
6	To work closely with multiple agencies, developing strong partnerships with the view to co-ordinate work to support asylum seekers and refugees to access appropriate packages of support.
7	Ensure a working knowledge of relevant legislation, including the Immigration and Asylum Act 1999 and relevant related legislation such as the Homelessness Reduction Act 2017
8	To deal with enquiries from service users and partners (by telephone, email, correspondence and personal visits where appropriate)
9	To maintain a good understanding of policies and procedures for safeguarding children, vulnerable adults and people affected by Domestic Abuse and alert Children or Adult Social Care if they suspect a child or vulnerable adult may be subjected to abuse.
10	To assist in the preparation of reports and funding applications
11	To work in partnership with the EVWR Sanctuary Facilities Officer to ensure that services provided to service users are managed efficiently and without loss of continuity

KEY REQUIREMENTS

Qualifications (or knowledge and experience at an equivalent level)	Essential	Desirable
A good level of literacy skills with a– GCSE <u>or equivalent</u> qualification in English and Maths.	E	
Computer skills: Microsoft Window Packages and Housing related computer systems.	E	
Housing qualification or a similar related field.		D

Experience	Essential	Desirable
Previous experience working with refugees or in a similar related field	E	
Working knowledge of how the welfare benefit system works and relates to customers.	E	
Lived experience of the immigration process		D

Skills Required	Essential	Desirable
Knowledge of all aspects of Immigration Legislation and Guidance.	E	
Strong customer focus with the ability to treat service users with respect, adapting own behaviour to communicate with the service user in a way that suits the their needs.	E	
Planning and prioritising own workload to meet deadlines – experience of working in a professional organisation and a track record of being self-motivated.	E	
The postholder will be required to travel across the district to attend meetings and appointments.	E	

Behaviours	Essential	Desirable
Encourage the close working of the team and be tactful and diplomatic in all situations.	E	
Ability to work with others across a variety of professional disciplines and maintain positive working relationship.		D

Note: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the essential criteria provided that this information is noted under the relevant section of the application form.