



St.
Augustine's
Centre

We are looking for a
Senior Caseworker (Destitution)
to start November / December 2024
30 hours (4 days) a week

About St. Augustine's Centre

St Augustine's Centre has been working with diverse communities for over 50 years. At our vibrant community centre in Halifax, we welcome refugees and people seeking asylum. Working across Calderdale with partners, we give people the practical support they need to rebuild their lives with dignity, and we offer a range of activities that help them feel happier and more connected.

Together we are building a diverse community which challenges injustice and puts the needs and voices of our Centre Members at the heart of our work. [Read more about our work](#)

We believe in

Sanctuary - We provide a welcoming, inclusive and safe space for all, without judgement.

Community - We share food, stories and build relationships together.

Diversity - We respect our differences and celebrate our unique contributions. As equal citizens of the world, we enrich Calderdale.

Collaboration - We do things with, not for people. We listen to and respond to those who come through our doors. 'Nothing about us without us.' We work in partnership to overcome injustice and inequality.

Growth - We empower one another to uphold our human rights and reach our potential, by learning and thriving together.

You can find out more about us here: <https://www.staugustinescentrehalifax.org.uk>
X (Formally known as Twitter): [@infostaugs](#)
Facebook: [@StAugustinesCentreHalifax](#)

The role

Do you have experience of supporting people with housing matters or who may be experiencing homelessness, and are you passionate about ending destitution for all?

Do you understand the challenges facing people fleeing war and persecution, including those recently granted Leave to Remain?

Do you believe, as we do at St Augustine's Centre, that everyone has the right to live well and to challenge inequality?

This could be the role for you.

An exciting opportunity has arisen at St Augustine's to recruit a new person to the team. The successful candidate will play a key part in driving forwards our vision to end homelessness and destitution in Calderdale for our Centre Members.

This role has two key aims:

- The first is to provide frontline advice and support to people facing destitution; this will include working alongside Refugees at Home (and other partners) to develop and embed a hosting offer in Calderdale.
- The second is to work strategically, and alongside key partners such as the local authority, in helping to implement our new 3-year strategy to end homelessness & destitution for people who become homeless as a result of their immigration status.

Our Vision is that everyone, regardless of their background, culture or status should be able to feel safe, supported and empowered to navigate their journey through the asylum and immigration system, and this includes people who have been given restrictions on their status that lead to their basic human rights being withheld, leading to extended periods of unacceptable destitution, homelessness, and risk to life.

Here at St Augustine's, we work together with people who have become homeless after receiving a grant of leave to remain ('LTR') and whose asylum support has therefore come to an end, and also people who have been refused asylum and who have no recourse to public funds ('NRPF').

The introduction of new Government practices, policies and legislation has resulted in an increase in the numbers of people currently facing homelessness. The demand for emergency accommodation, housing and welfare support has grown significantly. The team at St Augustine's Centre are therefore under increased pressure to deliver improved and coordinated pathways that alleviate this enforced destitution.

We are pleased to be working in closer partnership with the local authority as we help Centre Members liaise with the Council's housing and homelessness teams, assisting them to find longer term routes out of destitution. Though the role is primarily based at St Augustine's Centre, in

order to build this partnership, we expect the postholder to work around a day a week alongside Council staff at their offices.

We are looking for a passionate individual, who is excited to work with us and our Centre Members to fulfil our vision of ending homelessness and destitution.

Key information

- 2 years fixed term contract (with an intention to continue if funding is secured).
- 30 hours (4 days) a week to start November / December 2024.
- £15.32 per hour which is equivalent to a full-time annual salary of £29,956, this is £23,965 for this 30 hour per week role. This is subject to an annual pay rise in April.
- 3-month probationary period.

What can we offer you

- A diverse and inclusive working environment in a friendly team. You'll be an integral part of the St Augustine's Centre and join a wider community of people committed to making Calderdale a welcoming place for refugees and people seeking asylum.
- 7 weeks holiday per annum including bank holidays.
- A free hot lunch at our Welcome Café on Mondays and Thursdays.
- Access to a personal wellbeing, training and counselling and professional support fund.
- Flexible working patterns and times including Time Off In Lieu (TOIL), Flexi time and occasional options to work from home.
- Support for your development.
- Employer pension contributions.

Interested? How to apply

1. Read the person specification and job description below to see if you are the right person for the role.
2. **To apply**, download and complete the [application form](#).
3. Provide a **two-page letter** (A4) setting out why you are interested in the role, what you can bring to it and how you meet the person specification. Please send your letter to Becky Hellewell (Head of Support and Immigration) via email: becky@staugustinescentrehalifax.org.uk by **5pm on Monday 14 October 2024**.
4. We will let you know if you've been **shortlisted for an interview** by **5pm Thursday 17 October 2024**.
5. Interviews will take place on **Monday 21 October 2024**. Referees will only be contacted following the interview, subject to being offered the role.

St Augustine's is committed to equality of opportunity for all staff. Applications from individuals are encouraged regardless of age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.

We are an inclusive employer. We value difference and recruit by merit based on fair and open competition. We welcome candidates from a range of different backgrounds. Please let us know if we can support you with any access needs in applying for this role.

St Augustine's Centre is committed to safeguarding and promoting the welfare of children and adults at risk and expects all staff and volunteers to share this commitment. Recruitment of all staff and volunteers is robust and informed by our safer recruitment policy and procedures.

The job description below is an overview of the type of work the successful candidate will undertake and is not an exhaustive list. We will be shortlisting based on what qualities, skills and experience you bring to the role, outlined in the person specification.

Questions? If you have any questions, please contact Becky Hellewell (Head of Support and Immigration), at 077430 45625 or by email: becky@staugustinescentrehalifax.org.uk

The role

St. Augustine's Centre Halifax – Job Description			
Job Title	Senior Caseworker (Destitution)		
Employment Status	2 years fixed term contract, with the ambition to continue this role in the longer term	Hours per week/location	30 (4 days a week) Mainly on-site in Halifax with the option to work from home from time to time.
Salary	£15.32 per hour which is equivalent to a full-time annual salary of £29,956, this is £23,965 for this 30 hour per week role. This is subject to an annual pay rise in April.	Holiday Entitlement	28 days a year including bank holidays (equivalent to 7 weeks a year)
Line Manager	Head of Support and Immigration	Line Management responsibility for:	Volunteers
Main Objectives			
<ul style="list-style-type: none"> • Join St Augustine's Housing Sub Group (made up of trustees and staff) and lead from the staff team's perspective, to help implement and deliver the housing and destitution strategy. • Work positively and closely with Refugees at Home and other partners to embed an offer of hosting within Calderdale for people who have received a grant of leave to remain (and can therefore access mainstream housing services), or who are appeal rights exhausted (and therefore have no recourse to public funds) following an asylum application. • Work in collaboration with the Local Authority housing and homelessness teams, to assist and advocate on behalf of Centre Members to move out of homelessness and destitution. • Lead the development and delivery of casework supporting Centre Members who are presenting with matters relating to homelessness / destitution. • Ensure the experiences and voices of our Centre Members experiencing homelessness and destitution are heard and can influence decision making and service delivery. • Ensure that the work conforms to our values, ethos, objectives and charitable obligations, and meets the requirements of funders. 			
Key Responsibilities			
Calderdale Hosting Scheme			
<ul style="list-style-type: none"> • Working in partnership with organisations such as Refugees at Home and Night Stop and assist in the recruitment of new hosts. • Be the main point of contact at St Augustine's and lead on all referrals made into Refugees at Home being the link between Refugees at Home and all guests. • Be responsible for ensuring Centre Members understand the offer of hosting and what is required of them if a hosting placement is found. • Work alongside Centre Members who are found a hosting placement to ensure they are linked in with and being supported by the local authority and third sector housing organisations who will actively pursue alternative accommodation options with them. 			

- Provide regular updates to partner organisations such as Refugees at Home on all guests including updates on their plans to move on from hosting.

Partnerships and collaboration

- Be the main point of contact between the Local Authority housing & homelessness teams and St Augustine's.
- Work alongside Centre Members encouraging positive engagement with the Local Authority housing & homelessness support and services.
- Lead on our partnership work with the Local Authority and develop stronger links with third sector housing partners to look at our joint approaches to meeting Centre Members' needs.
- Be the main point of contact at St Augustine's with the No Accommodation Network (NACCOM)
- Through your work with partners, help to identify and address any gaps in provision.
- Review how the work of St Augustine's complements work done by partner agencies and the Local Authority rather than duplicates provision.
- Attend strategic meetings and meetings with partners helping to accurately represent and advocate for the needs of our Centre Members in matters relating to housing and destitution.

Advice drop-in and casework/client-facing work

- Lead on the development and delivery of casework support and advice at St Augustine's for people who are experiencing homelessness and destitution.
- Work in an inclusive and empowering manner ensuring you work alongside Centre Members helping people to understand their rights, the housing process and what to expect moving forward.
- Advocate on behalf of our Centre Members working to ensure their rights are upheld.
- Carry out ongoing engagement work with Centre Members to understand their needs and encourage them to attend scheduled appointments and training sessions.
- Provide casework assistance during Advice Drop-Ins to people attending with an advice matter relating to homelessness and destitution (with a focus on assisting Centre Members to work positively with the local authority for ongoing support).
- Keep records of all the help and advice you provide on our database ensuring our database is kept up to date with information relating to homelessness and destitution.
- Ensure our internal 'Info Site' is up to date with resources in matters relating to homelessness and destitution.
- Deal with Centre Member queries sensitively in a pressured and fast-paced environment, being able to quickly assess and prioritise needs.
- Communicate often complex information to people who have English as a second language.
- Work closely alongside the Senior Caseworker (Positive Move On) to equip Centre Members to better understand their rights and entitlements when it comes to housing.

Volunteers

- Alongside other team members, help with the recruitment, induction, and supervision of volunteers who may assist in providing support to Centre Members experiencing homelessness and destitution.
- Develop specific volunteer roles which look at supporting and meeting the needs of people experiencing destitution ensuring volunteers are trained and aware of the challenges of this work and how to navigate these.
- Assist volunteers who are carrying out casework relating to homelessness and destitution during Advice Drop-Ins.

Administration and monitoring

- Regularly undertake qualitative and quantitative monitoring of the programme utilising our database system.

- Provide monitoring information and reports as part of funding and organisational requirements and for the Board of Trustees as requested.

As a team member of St Augustine's Centre, you will:

- Be the main point of contact at St Augustine's for volunteers, staff, and partners for matters relating to homelessness and destitution.
- Contribute ideas to enhance service delivery and Centre Member experience.
- Attend fortnightly team meetings and annual away days, contributing to organisational development.
- Promote St Augustine Centre's stated values, and ensure policies, procedures and codes of conduct are reflected in daily practice, particularly health and safety and safeguarding.
- Maintain confidentiality and treat sensitive issues with appropriate tact and diplomacy. Work in accordance with data protection processes.
- Attend monthly supervision meetings with the Head of Support and Immigration.
- Be aware of climate change and climate justice, and up for playing an active part in ensuring St Augustine's is environmentally sustainable.
- Undertake training, both mandatory and optional.

Person specification – about you

Senior Caseworker (Destitution)		
Attribute	Essential	Desirable
Areas of Experience	<ul style="list-style-type: none"> • Demonstrable experience of delivering support and advice to people around housing or homelessness matters. • Experience working in a fast-paced environment with conflicting and competing demands. • Experience working with people who have English as a second language. • Experience in developing effective partnerships with statutory or voluntary sector organisations 	<ul style="list-style-type: none"> • Experience in using database systems • Experience working with people seeking asylum and newly granted Refugees • Experience of developing and maintaining Monitoring & Evaluation systems • Experience of writing impactful reports on your work and that of your team • Experience of involving those with lived experience of a situation in the design, delivery or evaluation of services • Co-ordination or delivery of training • Experience in leading staff, volunteers and teams who have a wide range and diversity of experience • Lived experience of asylum/immigration systems in the UK
Knowledge, Skills, and Abilities	<ul style="list-style-type: none"> • Knowledge and understanding of the experiences of people seeking asylum and people who have recently been granted Leave to Remain • Understanding and knowledge of safeguarding risks and of appropriate responses that centre the autonomy and resilience of the individuals. • Excellent verbal and written communication skills with a variety of stakeholders (such as people seeking asylum, partners, local and government agencies) 	<ul style="list-style-type: none"> • Knowledge of homelessness legislation • Knowledge of the asylum support system (including Section 98, 95, 4) • Knowledge of Calderdale-based statutory and voluntary sector organisations working in housing and homelessness.

	<ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to warmly engage with and care for others. • Ability to deal with information in a confidential manner and respond with sensitivity. • Strategic thinking, the ability to spot opportunities and think of smart ways to move our work forward. • Well organised with the ability to manage a wide-ranging workload • Excellent administrative and IT skills (Microsoft Office, Teams, WhatsApp, etc.), ability to maintain records and produce reports. • Understanding of GDPR and data privacy 	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Able to connect with individuals and build relationships well. • Motivated, proactive and able to work alone and with minimum supervision. • Supportive of the aims, values and ethos of St Augustine's Centre, with a strong commitment to equality, access, inclusivity and respect for diversity and anti-discriminatory/anti-oppressive practices. • Committed to working in partnership with service users. • Approachable, patient, outgoing, prepared to listen to others' points of view, flexible, open to ideas, committed, reliable, enthusiastic, welcoming and friendly. • Adaptability to ever changing circumstances which are often beyond our control such as to changes in statutory policy and practice with an ability and positive attitude to find creative solutions and ways to navigate change • Committed to personal development, learning and reflective practice. • Open to change in line with the needs of the service/organisation. • Willing to undertake an enhanced DBS check. 	