



**RefuAid**  
Hope.Resilience.Unity

# EMPLOYABILITY CASEWORKER

# WHAT WE DO

**We are a non-profit organisation based in London which supports refugees and asylum seekers all over the UK to access higher education, requalification and employment. Our core three programmes work together to support our clients on their journey from arriving in the UK into meaningful employment.**



**Language A Gateway:** The RefuAid language programme supports students with language courses at top British Council accredited language schools and universities all over the UK, where students are supported to prepare for and take language exams. These language exams allow students to access higher education, employment and begin to requalify in their previous professions. Whilst studying we provide holistic support and advice as well as funding for travel expenses, course materials and exam fees.

**Equal Access Loan:** RefuAid launched the first and only nationwide loan scheme for refugees in 2017. The loan scheme provides support to those who have been granted refugee status and have full rights to remain and work in the UK. We offer interest free, character-based loans of up to £10,000, for internationally trained refugees to pay for UK accreditation, re-qualification and training, enabling people to return to their prior professional fields. Loans are assessed on a character basis, harnessing the power of human relationships to provide lifelines for individuals with no alternative access to credit.



**Employment Support:** In 2020, we launched our Employment Programme, whereby we provide tailored guidance to professionals who are looking to re-enter the workforce. We work directly with employers to source paid positions and internships that are commensurate with the skills and experiences of RefuAid clients. In addition, we help with CV support, interview preparation and professional mentoring. This provides clients with an opportunity to gain experience, benchmark their skills and, most importantly, build a professional network and pathway for career progression.

# WHY WE DO IT

We live in a society facing workforce shortages in many of its most vital industries and sectors: healthcare, engineering, technology, science, education, and many, many more. Yet in the same society, we have thousands of skilled and ambitious displaced professionals eager to fill such vacancies, but lacking the pathways to return to their careers. RefuAid's Employment Programme was created to fix this.

Refugee candidates often face significant barriers in returning to work commensurate with their skills and experience, despite high-achieving careers in their home countries, extensive skills and impressive qualifications. We tackle this through working directly with an array of renowned businesses and organisations, ensuring that our clients have equal access to fantastic employment opportunities and mentoring support also ensures candidates are set up for success before applying and interviewing.

RefuAid's employment programme massively benefits employers whilst changing our candidates' lives in a meaningful and hugely positive way. If you feel you can contribute to this work, then we would love to hear from you.

*Maisie Dolman*



**HEAD OF EMPLOYMENT PROGRAMME**

**440**

**Individuals supported into  
employment since the programme  
began**

**£33,290**

**The average annual starting  
salary**



**Nima is a nurse from Burma who is now working as a Senior Healthcare Assistant at Liverpool Heart & Chest Hospital, whilst sitting his requalification exams**

I was an asylum seeker when I was searching for a nursing job in the UK. I spent two years studying the nursing process, and volunteered in different organisations such as Red Cross and Plymouth Hope. I got very frustrated and disappointed when I saw it will take me a very long journey to get back to my profession. I wanted to volunteer in the hospital to understand the English culture, hospital environment and healthcare providers' interaction, so I applied to Derriford Hospital to volunteer but due to Covid I wasn't allowed to volunteer. My fear was if it takes so long I'll forget everything I learned and practiced as a registered nurse.

Then, RefuAid contacted me [to ask if] I want to work with NHS. I became so excited and very delighted. My family was afraid for me because of Covid but I was never bothered, I just wanted to be in my field. And now I'm working in Liverpool Heart and Chest Hospital, away from my family, and living independently. I just wanted to volunteer for free to know and understand before becoming a registered nurse as I already know becoming a nurse is a huge responsibility. So I'm very glad now to be one of the NHS workers. My next plan is to practice for the OET test and pass it, then the OSCE and CBT tests to get [my registration] as now I feel more competent and confident than before.

# EMPLOYABILITY CASEWORKER

**Job Type: Full time (Hybrid Flexible Working, 40 hours a Week)**

**Salary: £25-28k per annum starting salary, dependant on experience**

**Location: Brixton London, with some national travel**

**Reports to: Head of Employment Programme**

**AIM OF ROLE:** The Employability caseworker will identify clients who need employability support before being put forward for roles with our employment partners to ensure their successful recruitment in a role commensurate with previous skills and experience. They will support the client through; soft skill training, mentoring and sector-relevant employability days. The purpose of this role is to ensure RefuAid's clients are prepared for success at all stages of the application and interview process and know what to expect when in their new role.

## **KEY RESPONSIBILITIES:**

- Referring clients who have utilised employability support and are work ready to resourcers to be placed in roles with RefuAid's employment partners
- Assisting the Head of Employment with managing relationships with external partners
- Sourcing new external partners who can provide soft skills training
- Successfully utilising RefuAids employment partners for mentoring opportunities for clients
- Overseeing mentoring relationships to ensure clients maximise the support on offer
- Ensuring that Salesforce is regularly updated to reflect pre-employment and mentoring support provided to candidates
- Reporting to the Head of Employment the key data of; the number of clients currently being supported through soft skills training and mentoring
- Overseeing the planning of employability days including; creating a template for how the day should look whilst tailoring each day to the clients and employment partners
- Managing the logistics of employability days including; inviting clients, earmarking clients for introductions and available roles
- Evaluating and improving employability days to ensure we maximise our employment partners buy-in and the days result in job offers
- Ensuring that Salesforce is regularly updated to reflect the employability days clients have attended and feedback on their engagement on the day

- Ensuring that Salesforce is regularly updated to reflect planned employability days, the feedback and the outcome of these days in order to monitor the success and effectiveness of employability days
- Reporting to the Head of Employment the success, feedback and learnings of employability days

## **SKILLS, EXPERIENCE AND ATTRIBUTES:**

We're looking for someone self-motivated to work with others in order to break down barriers to equal opportunities for refugees in the UK.

Particularly:

- Experience managing relationships with internal and external clients
- Strong interpersonal skills, communication skills and emotional intelligence
- Motivating and positive: invested in the development and success of RefuAid's candidates
- Good administrative and time management skills
- Highly organised, diligent with good attention to detail
- Excellent numeracy and communication skills on the telephone, in writing and in-person
- Good IT skills; specifically, Microsoft Office but additional software programs would be an advantage
- Resilient
- A commitment to understanding the sensitive nature of our work and communication of our work and values
- Interest in the importance of long-term solutions in refugee-hosting communities, specifically in breaking down the language barrier
- Enthusiastic and positive attitude; flexible and adaptable
- Collaborative team player who will get involved in whatever needs to be done to achieve the aims of RefuAid

**To apply please send no more than one paragraph explaining why you are interested in this role and a copy of your CV to [anna@refuaid.org](mailto:anna@refuaid.org)**

**We particularly welcome applicants with lived experience from a refugee/ migrant background.**

We are committed to providing equality and fairness for all and not discriminating on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, mental health, religion or age. We encourage and celebrate the different qualities that our colleagues, and others we work with, bring to our work. And we believe that seeing things from a wide range of different perspectives helps us to resolve problems, adapt our approaches and develop as an organisation. We want to bring greater diversity to our team and we are keen to receive applications from people who believe they would do this.

#WEAREONE



# WHY WORK FOR REFUAIID?

**We know working in the charity sector can be tough! So in recognition of this, we offer excellent training & development opportunities, generous holiday and time off allowances and a big focus on staff happiness and wellbeing**

- Lots of training, we want you to learn new things
- A personal development plan to develop your skills
- Lots of rewards and recognition for a job well done
- Generous holiday allowance
- Time off between Xmas and New Year (free time off, yay!)
- One week shut down during summer (even more free time off!)
- Generous flexible leave policy
- Flexible working policy
- Pay rises in line with job performance
- Quarterly team socials
- Summer party and big end of year party (!)
- Wellbeing days
- Employee assistance programme including 24/7 unlimited mental health support, advice services and discounts
- Fun activities in the office
- Fun activities outside of the office
- Getting to work with a bunch of people who really care about what they do!



It is a joy to work for such an impactful charity as RefuAid. Daily I am shown how the power of kindness and hard work can help to rebuild lives. It's inspiring to know you are part of something that is creating change and making a genuine difference in the world. To say I am proud to work for RefuAid would be an understatement.

**Bex - NHS Partnership Lead**