



***Working to create a society which is inclusive and compassionate towards migrants***

Post-Detention Support Project: Volunteer Caseworker  
ROLE DESCRIPTION AND PERSON SPECIFICATION

<b>Reporting to:</b>	Post-Detention Support Project Manager
<b>Location:</b>	54-56 Castle Street, Dover, CT16 1PJ / Home working
<b>Hours:</b>	Minimum 3 hours per week (5 x 3 hour shifts available per week)
<b>Commitment:</b>	3 months minimum
<b>Salary scale:</b>	Voluntary

## **About Samphire**

Samphire is a registered charity (No. 1106667) that works to create a society which is inclusive and compassionate towards migrants. Samphire is committed to equality, human rights and promoting the benefit of lived experience expertise.

Samphire's work includes:

- Advice and support to people who have been released from detention
- Pro-bono immigration legal advice and representation to local communities in South East Kent (OISC Levels 1 and 2)
- Community Engagement with the diverse communities of Kent including work on Roma Inclusion and running Dover's annual multicultural festival
- Welfare advice, support and on-site well-being sessions for people housed at Napier Barracks

## **Role Purpose**

The Post-Detention Support Project Volunteer Caseworker will provide support to people who are released from indefinite immigration detention in the UK with the aim of alleviating destitution, improving their quality of life and facilitating integration into their local communities.

The Volunteer Caseworker contributes to the smooth running of the Post-Detention Support Project project, and helps ensure the capacity of the project meets the demand for help.

## **Role Description**

The role is based in the office in Dover, with home-working permitted. To be an initial point of contact for people having left indefinite immigration detention in the UK, receiving enquiries via our freephone helpline, WhatsApp group and project-specific email address, the Volunteer Caseworker will work with the Senior Caseworker and Project Manager to support ex-detainees to access essential services, emergency funds and travel.

All members of Samphire are supported and encouraged to contribute to policy and advocacy work that seeks to influence the wider debate about migration for the benefit of our client group and society more generally.

## **Main duties and responsibilities**

- Casework, including but not limited to
  - Assisting clients with Right to Work applications
  - Assessing eligibility and issuing Destitution Fund payments
  - Assisting clients with finding and procuring legal advice
  - Processing Home Office subject access requests
  - Asylum Support advice, including advising clients on entitlements and assistance with collating evidence
  - Registering clients for the PDSP
  - Welfare calls
  - Medical Summary requests
- Ensuring the CRM is correctly filled out and up to date
- Calling clients that have not been in contact for a set period to establish whether clients are still active, and updating their CRM file
- Signposting to local health and social care, education, asylum support, housing and NGO
- Providing emotional support and compassion
- Contributing to current and appropriate signposting and referral resources
- Keeping up-to-date with changes and developments of immigration process, asylum support, legislation and guidance related to rights and entitlements
- To work collaboratively with the Project Manager and Senior Caseworker to deliver the project
- To work within the parameters of a budget
- To assist with client-related organisation and delivery of events, such as the annual Conference
- To work at all times collaboratively with the rest of the Samphire team with the opportunity to become involved in other projects when required
- To undertake such duties and responsibilities appropriate to this post, not specifically mentioned in this Job Description, as allocated by the Director or Project Manager

## **Qualifications and Qualities**

### **Essential**

- Excellent, empathetic telephone manner
- Excellent communication and listening skills, including the ability to communicate with a wide range of diverse peoples
- Computer literacy including experience word processing, database/CRM record-keeping and internet skills
- Commitment to protecting people seeking asylum and other migrants' rights
- Ability to organise and prioritise a workload
- Good problem-solving and analytical skills
- A high standard of written and spoken English

## Desirable

- General understanding of the asylum support system and immigration detention
- Experience of working with people at risk of harm and exploitation
- Experience working with people with mental health needs
- Monitoring, evaluation and report writing experience
- Knowledge of welfare rights and entitlements
- Experience of managing a budget
- Knowledge of an additional language and experience of immigration detention is highly desirable
- Experience of other cultures, immigration or race equality, paid or voluntary
- Commitment to the principles of equal opportunities
- Understanding of and commitment to confidentiality and GDPR compliance
- Understanding of and commitment to safeguarding
- Ability to work flexibly including occasionally outside normal office hours

## Volunteering Conditions

The role is office based in Dover, and involves staffing a daily phonenumber between the hours 10am to 1pm and delivering casework, with supervision, that comes out of those calls.

The position allows for home-working.

The position will be supervised at all times by either the Senior Caseworker or Project Manager (or in exceptional cases, the Director). Peer-to-peer support plays an important part in the maintenance of team members' wellbeing, and appropriate support and training is given to deal with the difficult nature of some of the calls that team-members may take.

The Caseworker will be invited to attend and assist in other local Samphire events.

A Disclosure and Barring certificate (DBS) will be will be required. Samphire is committed to equal opportunities and race equality. We are keen to receive applications from people with experience of immigration and particularly people with experience of detention.

If you are a disabled person please contact us about any reasonable adjustments you require.

Please send your CV and completed application form to [recruitment@SamphireProject.org.uk](mailto:recruitment@SamphireProject.org.uk) (subject line: Post-Detention Support Project Volunteer Caseworker)

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