



Job Description

Job Title:	Youth Caseworker
Responsible To:	Casework Manager
Hours:	Full time
Status:	Permanent position with 3-month probation period contract
Salary:	£30,000 per annum
Holiday Entitlement:	27 days per annum
Location:	Main office: Streatham Hill Also Knights Youth Centre, Streatham Hill Outreach service is also delivered in settings appropriate to client groups across South London. Additional work from home.

Purpose of Role

Da'aro Youth Project is looking for an experienced full-time caseworker to join our small team based in Streatham Hill, London.

To work alongside young refugees, asylum seekers and other young migrants who are at risk or in crisis to ensure that they can access their statutory rights and make progress in their personal, social and educational development so that they can achieve their full potential.

To work as a caseworker as part of our Casework Service which provides holistic casework, advice and practical support to young people aged 14 to 25 years, working closely with statutory and voluntary organisations to ensure that the immediate and longer-term needs of young people are met.

To encourage the active and meaningful participation of young people in all aspects of Da'aro Youth Project's youth service delivery.

About Da'aro Youth Project

We are a community-led organisation supporting young refugees from the Horn of Africa.

Da'aro Youth Project was established in 2018 by members of the Eritrean community in London in response to the deaths of a number of teenage Eritreans by suicide. Eritreans were the largest nationality group of unaccompanied minors to arrive in the UK in 2017 and 2018. Asylum-seeking children and young adults arrive here after traumatic journeys through the Sahara Desert, Libya, the Mediterranean Sea and after crossing borders in Europe, such as in Calais. Once here, young people often struggle to adapt to new lives separated from their families and find that navigating the complex asylum and social care systems can be stressful and traumatic.

We aim to promote the wellbeing of these migrant young people living in the UK, through direct support, through building bridges in the Eritrean community and through advocating for changes to unfair and discriminatory systems which undermine their wellbeing. We believe that building sustainable relationships of trust and support within the Eritrean community is the best way to empower young people and enable them to overcome their marginalisation within society.

We want newly arrived asylum-seeking young people to feel at home and to know they have someone to turn to in a crisis.

Towards this aim, we currently run a weekly youth club called 'Injera Club', which is a fun and lively space where young Eritrean, Ethiopian, Somali and Sudanese children and young people (and their friends) can relax, play games, socialise and eat homely food. From this space, we work with young people to identify if they have support needs and respond to these accordingly, through our trauma-informed casework service. As part of the casework service we provide 1-to-1 support, including general advice, emotional support, referrals to legal support and advocacy. Integral to all this work is enabling young people to advocate for themselves to make changes.

www.daaroyouth.org.uk

Duties of Role

1. To develop positive, respectful and enabling relationships with young people which encourage their engagement with both Da'aro Youth Project and other services which promote their positive development.
2. To advocate as part of our casework team on behalf of children and young people to enable them to access their full statutory rights and entitlements to education, social services support, housing, health care and legal advice.
3. To conduct needs assessments with young people, supporting them to understand the factors affecting their situation, and working with them to develop agreed support plans that address immediate and long-term barriers to their positive progress.
4. To always stand up for and stand by the child or young person – and to understand the structural barriers they face within the asylum and care systems.

5. To accompany young refugees and asylum seekers to appointments with social services, solicitors, court hearings, GPs, mental health services, colleges/schools and other support services/ organisations.
6. To provide holistic, high quality casework support and advocacy to young people in need.
7. To attend, on a rota basis, our weekly Injera Club (Tuesday evenings) at Knights Youth Centre in Streatham, South-West London, to offer casework/advice.
8. To attend, on a rota basis, our Youth Club (Thursday evenings) at our main office in Streatham Hill.
9. To build effective partnerships with community organisations, local authorities and other stakeholders.
10. To maintain a high level of expertise in the support of the target group by keeping abreast of policy, legislation and other relevant developments.
11. To ensure the active and meaningful participation of young people in all of DYP's youth provision, ensuring that their voice is central to all service development and delivery.
12. To effectively update casework files and keep accurate written records of casework support provided using our case management system.
13. To support DYP management and colleagues by providing information and reports as required.
14. To maintain confidentiality and clear boundaries in all aspects of the role.
15. To maintain compliance with policies and procedures of DYP in relation to child and vulnerable adult protection, diversity and equal opportunities.
16. To attend supervision sessions and appraisals with the Casework Manager, contribute to team meetings and collaborate positively with the DYP team.
17. To attend regular monthly clinical supervision.
18. To undertake training and self-development in order to develop skills and ensure an accurate knowledge and understanding of the issues facing, and policies affecting young people who can be new arrivals, asylum-seekers, or refugees.
19. To abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
20. To undertake such other work appropriate to the post as may be assigned by the Casework Manager.
21. To uphold the Aims and Principles of Da'aro Youth Project.

Person specification

General overview

The ideal candidate will have a minimum of two years' experience as a caseworker. They must bring energy and determination to the role and must be committed to working in collaboration with young people who may be at high risk or in crisis. The ideal candidate will possess a proven ability to manage a complex caseload and the desire to work as a member of a small team to protect and promote the interests of some of the most vulnerable young people in our society. The ideal candidate will be committed to the achievement of long-term goals and will be passionate about ensuring that young people who have sought safety in the UK can access this and feel seen, heard and supported throughout.

The ideal candidate will have previous experience in carrying out casework with children, young adults, and asylum seekers or migrants. In addition, spoken and written skills in one or more of the following languages are highly desirable: Amharic, Arabic, Tigrinya.

Essential or desirable requirements

Experience	Essential	Desirable
Two years' proven experience of working with young people who are new arrivals, asylum-seekers, or refugees.	√	
Experience working within a multi-agency framework.	√	
Substantial experience of delivering casework, advice and advocacy support to vulnerable young people including recording and reporting planned work and output in line with organisational policy.	√	
Experience of working with or supervising volunteers.		√
Lived experience of the asylum and immigration system in the UK.		√
Knowledge and understanding		
		√

Degree, diploma or equivalent in community work, youth work, advice giving (NVQ level 3 or equivalent), social work or other relevant associated profession.		
Issues and challenges faced by young people who are new arrivals, asylum-seekers, or refugees.	√	
Knowledge of the UK asylum and social care systems.	√	
Policy and legislation affecting young people who are new arrivals, asylum-seekers, or refugees.	√	
Casework management, confidentiality and data protection procedures and monitoring systems.	√	
The role and structure of national, local and regional statutory and non-statutory support agencies, UK immigration law, and the negative impact on young people of failures in statutory service provision.	√	
Safeguarding and child protection, in relation to working with young people under 25 years old.	√	
OISC Level 1		√
Skills and Abilities		
Conversational spoken Tigrinya, Amharic or Arabic language skills		√
Ability to listen and work with discretion and sensitivity in a non-judgemental manner, demonstrating a kind, consistent and empathetic approach to working with young people.	√	
Ability to provide effective holistic support whilst maintaining boundaries.	√	

IT skills, including competence using Microsoft Office and databases such as Salesforce.	√	
Excellent written and verbal communication skills.	√	
Effective time management skills including the ability to prioritise and manage tasks efficiently.	√	
Proactive with the ability to take initiative.	√	
Ability to work flexibly both on own initiative and collaboratively as part of a small team.	√	