

Job Description



POST TITLE	Caseworker
ACCOUNTABLE TO	Casework Manager
HOURS	Full-time 37.5 hours per week Monday – Friday Occasional weekend & evening work
LOCATION	London
SALARY	£24,000
ANNUAL LEAVE	28 days (including bank holidays)
PROBATION	6 months

Position overview and accountability

Casework is the heart of our work at CAGE. As a caseworker you will provide a holistic casework service to the highest professional standards. You will interact with those impacted by the War on Terror which has been and still is far reaching and our clients reflect this, hailing from all backgrounds – we help mothers, fathers, wives, brothers or even relatives and friends looking for answers or fighting for justice for their loved ones. We do this free of charge.

You will use our casework management system to log cases and ensure service provided is up to the high standard we set ourselves.

Person specification

QUALITIES	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> ● <i>Demonstrate previous experience of providing support to others</i> ● <i>Experience of working within a team</i> 	<ul style="list-style-type: none"> ● <i>Experience with working with survivors of abuse</i> ● <i>Experience of integration into different workstreams</i>
SKILLS	<ul style="list-style-type: none"> ● <i>Letter writing skills</i> ● <i>Can demonstrate empathy whilst providing professional service to clients</i> ● <i>Good at listening and an effective communicator</i> 	<ul style="list-style-type: none"> ● <i>Any other spoken language</i>

	<ul style="list-style-type: none"> ● <i>Excellent command of spoken and written English</i> ● 	
KNOWLEDGE & VALUES	<ul style="list-style-type: none"> ● <i>An understanding of the War on Terror and CT legislation</i> ● <i>Understanding of client centred ethos</i> ● <i>Trust, integrity, empathy</i> 	<ul style="list-style-type: none"> ● <i>Legal experience within Counter Terrorism laws</i> ● <i>Understanding of International laws/treaties regarding Counter Terrorism</i>

Main Responsibilities

Casework

- Responsible for managing the complete casework process as set out in the casework manual
- To meet clients and record their testimonies
- To provide a holistic service to clients to identify their needs and provide assistance to them
- To keep in regular contact with clients in order to build trust capital
- To highlight key cases for advocacy and produce case summaries for the website
- To assist content team in facilitating Human Voices interviews
- To engage in analysis of cases and integrate with research function and content function
- To attend legal trials and take notes of proceedings for the organisation.

Other responsibilities

- To keep the team informed of developments within law/as identified through casework
- To ensure our “know your rights” content is up to date
- Provide casework training

Additional information

- Undertake other tasks at the direction of the Operations director as and when required.
- Be flexible around working in the evenings and weekends as required.
- May be required to travel within the UK.
- Assist the organisation with any other work that is required to complete its functions
- Adhere to and ensure the implementation of CAGE organisational policies and procedures within their role.
- Seek to improve his/her own performance and be committed to continuous professional development.
- To ensure work is completed in an integrated way between departments
- To act as an ambassador for CAGE, upholding and promoting our organisational values and ethos
- Responsible for producing weekly updates to the Casework Manager