



JOB DETAILS

Title:	Migration Services Caseworker
Duration:	Fixed Term-Full Time position for one year
Salary:	€40,000-€44,000 (depending on experience) ¹
Job Family:	Co-ordinator
Reporting to:	Migration Services Management

BACKGROUND INFORMATION

The Irish Red Cross Society (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement. The IRC is committed to and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. The vision of the Irish Red Cross is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad. Our mission is to identify and deliver humanitarian assistance to those who are most in need.

SUMMARY OF ROLE

The casework role for the Irish Red Cross encompasses a variety of services including, but not limited to, the Ukraine Pledge Accommodation programme, IRPP mandated resettlement and the Gaza Minors Medical Initiative. The Irish Red Cross is tasked under its mandate as auxiliary to the Irish Government to co-ordinate offers of support from the Irish Public, to support the placement of refugees into suitable accommodation and to support the social integration of refugees at community level.

The Migration Services Casework team utilises and manages publicly pledged properties in Ireland for refugees in an efficient manner, to the benefit of refugees who are Beneficiaries of Temporary Protection or Programme Refugees, and in support of Pledgers and Hosts. In addition, this role could include supporting refugees and asylum seekers currently in state provided accommodation.

ROLE RESPONSIBILITIES

- Provide casework services to refugees and others who are under the care of Irish Red Cross programmes.

¹ This role is assigned to the Job Family of: Coordinator. The Irish Red Cross has 6 Job Families: Secretary General; Senior Manager; Programme/Project Manager; Coordinator; Development & Admin; Administration.



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- Engage with clients, such as Beneficiaries of Temporary Protection (BoTPs), programme refugees assigned by the Irish Refugee Protection Programme (IRPP), or families resettled through the Gaza Minors Medical Initiative to facilitate a needs assessment and, where applicable, match into suitable pledged accommodation.
- Caseworkers provide tiered resettlement support ranging from basic signposting to full-service casework for families who have resettled to Ireland and are in need of support to establish their lives in country
- Coordinate with pledgers of accommodations, clients and relevant partner organisations and stakeholders to facilitate movement of clientele into assigned accommodation.
- Report and maintain tracking and placements with up-to-date statistics.
- To maintain accurate and up-to-date records, registers, files, case notes and correspondence as required.
- Management of client and persons with protection status' exit from direct service supports.
- Develop strong networks and relationships with other Irish Red Cross staff and volunteer network and other external stakeholders.
- To attend trainings, conferences and meetings relevant to the post.
- As directed, on occasion to work out-of-hours, or stay away from home overnight to attend meetings and facilitate movement of BOTPs or refugee families. (This will be facilitated via time off in lieu as per organisational guidelines.)
- To develop appropriate referral protocols with other statutory and non-statutory agencies, to liaise with statutory authorities, voluntary groups and other relevant agencies as appropriate on behalf of clientele.
- Where required, conduct reviews of cases, conduct closure meetings, review work plans and complete evaluation exercises.
- To ensure confidentiality in relation to all aspects of the service, including ensuring policies and procedures relating to client records are in line with GDPR regulation.
- To undertake any other relevant duties within the overall scope of this post as may be required from time to time.

ROLE REQUIREMENTS

Essential Criteria

- Demonstrated excellent attention to detail, organised, reliable and methodical in all aspects of the role.
- Experience in face-to-face client work and/or casework, demonstrating excellent communication and proven listening skills.
- Experience in direct case work/management supporting migrants, preferably within the voluntary sector.
- Experience of working with people from different cultural backgrounds, particularly migrants.
- A demonstrated understanding of asylum and migration, and associated topics, including relevant legislation.
- Be a team player, with demonstrated ability to plan and manage own time effectively.



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- Ability to respect confidentiality of service users at all times.
- Excellent IT skills, Excel, including e-mail, MS Office and Salesforce.
- Willingness to travel.

Desirable Criteria

- Relevant 3rd level qualification or similar experience.
- Knowledge of the work of the Irish Red Cross.
- Experience of working with volunteers.
- Ability to speak additional languages e.g. Ukrainian, Russian, Dari, Pashtu etc.
- Full Driving Licence and use of a car to support travel

FURTHER INFORMATION

The Irish Red Cross is an equal opportunities employer. We value diversity and aspire to reflect this in our workforce. We welcome applications for people from all sections of the community, irrespective of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community. This role requires applicants to have the right to work in Ireland.

The role is a full time position based on a 35 hour working week. It may require occasional evening and weekend work.

The role is based in Dublin, however, it may be possible for this role to be remote around the country with travel to Dublin office as agreed.

This role requires applicants to have the right to work in Ireland.

APPLICATION PROCESS

To apply for this position, please forward a copy of your CV, together with a cover letter to jobs@redcross.ie

Your email should contain "Migration Services Caseworker" in the subject line. Applications should be in .pdf or MS Word format, and with file names in the following format: **<Surname>, <First name> - CV and <Surname>, <First name> - Cover Letter**

The closing date for applications is 6pm 21st April 2025

It is intended to hold initial interviews for this role on the week of 28th April 2025.