

Job Description

Job Title	NRPF Pathway Caseworker
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	7
Competency Level	1
Salary	£39,513 - £44,711
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic DBS
Job Evaluation Ref No	A9244

Job Purpose

To support people who have no recourse to public funds (NRPF). To deliver a high-quality service which identifies and assesses need, provides support where required and locates timely pathways to independent living.



Directly Responsible For:

Not Applicable

Directly Responsible To:

NRPF Pathway Team Leader

CONTEXT:

This post will be part of the Council's new No Recourse to Public Funds (NRPF) Pathway team. The development of a pathway for residents who have NRPF and require Council support is a key priority of the Our Liverpool Plan 2024-27. The Our Liverpool Plan exists to make Liverpool a welcoming city and Liverpool City Council a migrant-friendly organisation where people seeking sanctuary and vulnerable migrants can thrive from the day they arrive. The NRPF Pathway team will be based in the Refugee and Migration team and work with Adult and Children's Social Care to identify NRPF cases, deliver assessments, provide subsistence and accommodation support (where applicable) and work to create pathways to independent living.

The strategy's overarching aims are that people seeking sanctuary and vulnerable migrants:

1. Can thrive in safe, welcoming, and cohesive communities where they can share their skills to aid the economic development of the city and to benefit from it
2. Understand and can exercise their rights, responsibilities, and entitlements
3. Can access well-coordinated services, which recognise and meet their rights and needs
4. Can collaborate with the Council to inform local policy and planning and influence central government

Main Areas of Responsibility:

- Support the creation of a migrant friendly NRPF service within Liverpool City Council and the development of a migrant friendly Council
- To work collaboratively with Adults Social Care and Children's Social Care, on NRPF cases, to ensure timely assessments and that effective support is identified and implemented to prevent homelessness and provide move on support into settled accommodation
- To provide advice and information to NRPF residents who are experiencing or at risk of homelessness
- To have a caseload of NRPF cases and provide specialist guidance and support to Housing Options Service and Social Care colleagues
- To work with Legal Services, if required, to fully understand the duties and powers the Council has, as well as the limits of that support, on case-by-case basis
- To support the resolution of immigration issues, working with legal representatives and the Home Office through NRPF Connect
- To utilise the Councils housing contracts for emergency accommodation, and consider new alternative housing models, such as cross-subsidy housing models
- To support the review of Section 17 subsistence rates annually
- To proactively work with asylum, refugee and domestic abuse agencies within the city and represent the service at meetings
- Support the development and management of risk assessments in respect of service users and communicate these appropriately and confidentially to relevant staff in the City Council or to other agencies
- Conduct Human Rights assessments and support those carried out by Social Care
- To identify the support and integration needs of service users and make referrals to other Council teams and external organisations
- To highlight any concerns about service users where appropriate to the appropriate agency (e.g. children's or adult safeguarding concerns)

- To demonstrate operational experience and knowledge in all aspects of service delivery to ensure that current policy, legislation and best practice is applied to service delivery
- To ensure personal performance targets are met, maintaining full and accurate records of all contact on the appropriate IT or manual systems
- To ensure manual and computerised records are updated in an accurate and timely manner
- Participate in team training and the maintaining of relevant sector knowledge / legislation
- Contribute to the development of- wider colleague's knowledge of migration issues across the Council
- To participate and support the Our Liverpool Team meetings and events
- To deliver against the objectives of the Our Liverpool Plan, Council Plan and the Local Authority of Sanctuary
- Deliver a trauma informed approach
- Engage in and contribute to professional development as and when appropriate
- Undertake any other duties that are commensurate with the grade of the post

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the Council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job is hybrid office and home based, with some outreach and home visits. There are no additional physical demands above what is reasonably to be expected within these working environments

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- To maintain confidentiality of information at all times in accordance with information governance requirements including the principles of Freedom of Information Act and Data Protection Act
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- GCSE English and Mathematics A-C / 4-9 or equivalent qualifications or experience (A)

Desirable

- Evidence of commitment to continuing professional development
- Immigration Advice Authority (formerly OISC) level 2 (or above) or the equivalent
- Social Work qualification to degree level or an equivalent safeguarding qualification and work experience

Experience

Essential

- Experience of advice / casework with vulnerable migrants (A,I)
- Experience of working with immigration legal professionals and commissioning or referring people into legal advice (A,I)
- Experience of working with social workers and an understanding of their role and responsibilities (A,I)

- Experience of utilising case management systems (A,I)

Desirable

- Experience creating written and verbal reports
- Experience of carrying out human rights assessments
- Experience of contributing to the development of policies and procedures
- Experience of leading on multi-organisational meetings, with stakeholders with conflicting perspectives
- Experience delivering training
- Have lived experience of the UK immigration processes or supporting those who have
- Experience of delivering services with a trauma informed approach

Skills/Abilities

Essential

- Ability to handle sensitive and confidential information (A,I)
- Ability to work to a high degree of accuracy under pressure, meet strict deadlines and be responsive to changing priorities (A,I)
- An up-to-date knowledge of NRPF policy and legislation- its impact on migrant populations, prevention techniques and resolution strategies (A,I)

Desirable

- Advanced in use of Microsoft Word, Excel and PowerPoint
- Experience of supporting the management of data processing and monitoring systems

- Knowledge of relevant Landlord, Tenant, Immigration, Welfare Benefits and Social Care legislation

Commitment

Essential

- An understanding of the needs and experiences of people seeking sanctuary and vulnerable migrants (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Flexible outlook and approach and the ability to adapt to changes as the service develops

Other

Desirable

- Able to travel across Liverpool City Region to attend meetings, networks, forums, outreach session and occasional home visits