Job Description

Peer Engagement Caseworker (Care)

Location:	The role is a remote working role with a hybrid combination of home-working and travel for team, worker, policy and partnership meetings. The majority of these meetings will take place in our office at WASPS Creative, Stormont Street, Perth. Ideally, the caseworker would be based a reasonable distance from Perth.
Salary:	£29,000-£31,000 per year depending on experience.
Hours:	Full time, 35 hours (open to discussing the possibility of fewer hours)
Contract:	Permanent
Reporting to:	This role will report to the WSC Operations Manager and will involve close coordination with the Peer Engagement Lead.
Direct reports:	None
Benefits:	28 days holiday per year plus bank holidays with incremental leave (increasing to 30 days after 2 years); Flexible working options; Training and development opportunities; Enhanced pension contribution; and Employee centred counselling support.
Contact:	recruitment@workersupportcentre.org.uk with any questions about this role.

About the Worker Support Centre

The Worker Support Centre (WSC) is a Scotland based charity. We partner with people who have come to the UK to work on visas or temporary contracts in social care and seasonal agriculture. We provide advice to secure their rights, end exploitation, build collective power and drive lasting change together. Alongside other organisations and decision-makers we're building a movement of people who welcome all workers, working towards a world where we are all safe, valued and respected at work – no matter our job or nationality. To learn more about work, visit www.workersupportcentre.org.uk.

WSC operates a worker-driven structure that places migrant workers at the centre of our governance and decision-making. We deliver casework alongside worker-led organising and policy advocacy, supporting migrant

workers in seasonal agriculture and social care to meet basic needs and to understand and exercise their rights, including through our Worker Power programme, which builds solidarity between workers and within communities.

About the role

This role is focussed on advancing the rights of care workers at work by supporting WSC's casework and peer engagement work. The role includes actively supporting people working in social care whose right to work in the UK depends on sponsored visas by providing individual 1:1 casework support and facilitating collective action through worker education and worker power sessions.

The successful candidate will support WSC meet its core objectives: to work together with workers to claim spaces for power and representation in decision making; to build the field of knowledge about workers and their experiences to influence policy; to ensure people's basic needs are met by supporting them with problems in the workplace and beyond; and to help workers to understand their rights and to gather evidence that can be used to enforce the law.

A key part of the role involves supporting social care workers whose sponsor's license has been revoked by providing accurate information, impartial advice, guidance, supporting re-employment, as well as providing tailored advocacy and support to prevent displacement at the very outset by engaging with relevant Local Authority Commissioners and Health and Social Care Partnerships.

In addition to this, the successful candidate will be tasked with supporting the establishment and operation of a helpline for social care workers. Working alongside the Peer Engagement Lead, the successful candidate will develop and establish a Displaced Workers' Assembly, which aims to provide peer support, information, skills development, connection and community for social care workers whose sponsor's license has been revoked.

WSC strives to achieve representation of individuals with lived experience of the issues on which we work at all levels of our organisation and actively promotes applications from individuals with experience of the issues on which we work. For this role we would especially welcome applications from individuals with experience of working in the health and social care sector.

Please note, a Basic Disclosure Check is required for this role.

Main tasks and responsibilities

Peer engagement and outreach

- Support and engage with outreach and engagement to workers in social care, alongside the peer engagement team.
- Conduct social engagement and outreach activities in person and remotely.
- Contribute to the development of WSC's programme of activities to build worker solidarity.
- Contribute to and translate information for communication with workers on their rights and entitlements and to support WSC Worker Power work.
- Liaise with community and civil society organisations to build strong community networks.

Casework

- Provide high-quality casework support around employment rights, displacement and the No Recourse to Public Funds provision
- Monitor, triage, and respond to email, phone and message enquiries from workers.
- Staff the social care helpline, ensuring timelines for responding to enquiries are met and support to individuals is provided in line with internal processes.
- Liaise with external services, including health and social care partnerships, job centres, other advice services and lawyers on legal advice sessions and signpost workers to access such advice.
- Support workers to navigate support and advice from external agencies;
- Record worker information using Advice Pro case management software.
- Establish connections with local employability, ethical recruitment agencies or other support services to ensure workers are connected with opportunities to reduce risk of destitution and increase chances of employability.

Participation

- Support the establishment of a Workers' Assembly for care workers on visas that have been impacted by displacement.
- Support participatory analysis workshops with workers to jointly analyse concerns articulated in order to establish expected employment standards for health and social care workers.
- Actively support workers to engage in advocacy, including by providing worker-centred briefings on advocacy processes and meetings, ensuring meaningful participation and leadership by workers.

- Engage with workers via social media and other online tools, through clear communications outputs.

General

- Support the whole organisation goal to integrate workers in all our work at all levels of the organisation.
- Ensure effective monitoring, evaluation and learning of our work including contributing to organisational processes.

Person Specification

1) KNOWLEDGE AND TECHNICAL SKILLS

Indicates the type of knowledge and skills essential or desirable to do this job and the level required using the indicators below.

(1) Significant expert knowledge
(2) Specialist knowledge
(3) Routine but detailed knowledge
(4) Broad understanding
Or not applicable (N/A)

Type of Knowledge/skills	Essential	Level	Desirable	Level
Understanding of how NGOs operate and knowledge of the issues on which WSC works: labour rights, migrant rights, organising, anti-trafficking and human rights.	X	4		
Experience in worker organising, engaging with workers and upholding labour rights, or support provision to workers through casework.	X	3		

2) QUALIFICATIONS

Type of Qualification	Essential	Desirable
Degree level in public policy, law, or human rights or equivalent experience.	X	
A valid UK Driving license		X

3) EXPERIENCE REQUIRED

Type of Experience	Essential	Length	Desirable	Length
Experience in labour organising or worker support	X	2 years		
Experience of delivering casework support and/or supporting people navigate complex systems	X	2 years		
Experience of engaging with people with lived experience of the issues on which the organisation works and ensuring they are involved in decision-making processes.	X	1 year		
Use of equipment and case management systems & Standard Microsoft Office suite	X	2 years		
Fluency in English (verbal and written)	X			
Working competence in at least one other language spoken by migrant social care workers (eg Urdu, Hindi, Bengali)			X	
Experience of work in social care			X	
Experience of handling a caseload and providing impartial, confidential advice.	X	2 years		
Experience of facilitating public outreach sessions/events.	X	1 year		

Experience of communication to wide audiences via a range of social media platforms (eg Tik-tok, Instagram, Telegram, X, Bluesky)	X	2 years		
Experience of building and developing relationships with community and civil society organisations	X	1 year		

4. PERSONAL QUALITIES

	Essential	Desirable
Enthusiastic and committed to advancing workers' rights.	X	
Empathy with workers in high-risk labour sectors and the work of WSC	X	
Strong work ethic: A self-starter with high-energy levels, ability to use own initiative, prioritise, make decisions and implement them, function to deadlines.	X	
Ability to build and maintain collaborative and respectful relationships across the organisation and with workers.	X	
Ability to work flexible hours as required, to travel and spend occasional nights away from home	X	
Sound understanding of equal opportunities, data protection and confidentiality.	X	

How to Apply

Please send your CV and a covering letter telling us what appeals to you about this role and what makes you a strong candidate (no longer than one side of A4) to recruitment@workersupportcentre.org.uk.
We are an equal opportunities employer. We welcome all candidates to apply, regardless of age, sex/gender, disability, race, religion, sexual orientation, marital status or pregnancy/maternity, and encourage applications from people with lived experience of the issues on which we

work. If you require reasonable adjustment/s to any part of the selection process or have any requests for support, please contact us to discuss further.
WSC is not a sponsor licence holder and is thus unable to sponsor visa applications.