
Job Description:

Destitution Caseworker – Accommodation

About JRS

The Jesuit Refugee Service (JRS) accompanies, serves and advocates for the rights of refugees and other forcibly displaced people. JRS in the UK supports people made destitute by the asylum process through practical support including accommodation, befriending, food and clothing; advice and legal advice; and a range of classes and activities. JRS UK also runs a detention outreach service supporting people detained for the administration of immigration procedures at Harmondsworth and Colnbrook, including befriending, social visiting, and casework support. This frontline work informs our research and advocacy for a more just and humane asylum system.

JRS UK is based in the Hurtado Jesuit Centre in Wapping, East London. We currently have 29 full and part-time staff and around 100 volunteers, drawn from a wide variety of backgrounds, nationalities and generations; people of all faiths and none; including people with lived experience of the asylum system. We work collaboratively with JRS offices around the world, other Jesuit projects in the UK and many others in the Church and wider refugee sector.

A Global Mission

The Jesuit Refugee Service (JRS) is an international Catholic organisation with a shared global mission to accompany, serve and advocate alongside and for the rights of refugees and other forcibly displaced people. Our work is based on hospitality, carried out in a spirit of compassion and solidarity, encouraging participation and community, aiming to kindle hope, secure justice and affirm the dignity of refugees and forced migrants.

Our values and ways of working are rooted in Catholic Social Teaching and Jesuit (Ignatian) spirituality: we actively encourage reflective practice and participative decision-making at all levels of the organisation, as well as investment in, and care for our staff and volunteer teams.

Destitution Caseworker

The Destitution Caseworker is a full-time post at the JRS UK offices in Wapping with regular visits to our houses in South London. The post-holder will be joining the Advice and Casework Team, a small and diverse team of Caseworkers, Befriending and Practical Support Coordinator and volunteers.

The Advice and Casework Team provides refugee friend led advice and casework, supported by the practical offering of hardship payments, regular mobile phone top-ups, and befriending. We also provide temporary accommodation through our hosting scheme 'At

Home' which has operated since 2012. Additionally, we also offer support through our 10-bedroom house for women and 6 – bedroom house for men in South London.

This role is busy and varied, with a focus on combining accompaniment with advice and practical support and assistance particularly to those in our accommodation project. The postholder will provide in-depth and proactive support on a broad range of issues including destitution and homelessness; access to legal advice; asylum support and health related matters. The postholder will utilise relationships with NGOs and specialist agencies, signposting and making referrals as appropriate.

They will be responsible for managing their own caseload and will support with the smooth running of the accommodation project and other aspects of the wider team.

The postholder should have a good working knowledge and empathy of the issues and challenges faced by destitute asylum-seekers and refugees, with particular focus on destitution, homelessness and access to immigration advice. They will need highly developed listening skills, personal resilience, and emotional maturity to respond to the emotional and practical needs of asylum seekers, accompany them and support them to positively progress with their lives. They need to have and maintain an up-to-date knowledge about the immigration and asylum context as it relates to our work with destitute refugees.

The Destitution Caseworker will be enthusiastic about working in a small faith-based organisation and have a willingness to integrate JRS UK's ethos of accompaniment in their approach whilst also demonstrating sensitivity in responding to the needs of individuals facing destitution. They will enjoy working in a fast-paced environment and possess excellent communication skills and will adhere to JRS' values and commitment to social justice and tackling racism and discrimination. They will work flexibly as a member of the team and organisation and undertake other reasonable duties and responsibilities as needed.

Equal Opportunities

JRS UK is an equal opportunities employer, and we are committed to equity and diversity within our organisation. We encourage applications from all backgrounds and communities. We actively encourage applications from those with disabilities, black, racialised or other marginalised groups including those with lived experiences.

The successful candidate will be offered the job subject to references and DBS check.

Role Specific Responsibilities

Accommodation:

- Preparing needs assessments and inducting guests and residents.
- Facilitating matching meetings and providing ongoing support during placements including review meetings.
- Coordinating food grants for accommodated refugee friends.

- Being the main point of contact and a supportive presence, providing basic advice and casework support for guests and residents.
- Support with coordinating the move-on process from hosting and housing as appropriate.
- Support hosts and other volunteers including assisting with coordinating and facilitating volunteer meetings.
- Support the facilitating of monthly house meetings and activities.
- Proactively identify and respond to risks and health and safety issues, escalating as appropriate.
- Promptly flagging any housing maintenance issues
- Take part in the on-call rota.
- Travelling within London to visit host homes, as well as the properties in South London. Some evening and weekend work is required, but time in lieu will be provided.

General Advice and Casework Support

- Identify, register, and assess needs of individuals seeking support
- Provide information, advice, and support to individuals on a range of issues including homelessness, access to legal advice, destitution, and asylum support.
- Identify, prioritise and provide pro-active advice and casework support to individuals requiring ongoing support.
- Facilitate access to services and support for individuals through signposting, referrals and ongoing advocacy where appropriate.
- Ensure hardship provisions are distributed, and resources utilised in line with policies, guidance and procedures.
- Maintain and develop positive working relationships and referral pathways with relevant statutory and third sector partners.
- Non-legal form filling.

General

- Safeguarding concerns are identified, managed and/or escalated as appropriate
- Participate in monthly casework meetings
- Continuously maintain clear and accurate records in accordance with data protection legislation
- Identify and raise common trends and issues affecting our work
- Provide regular reports including for funding as required
- Attend internal and external meetings as agreed
- Keep abreast of relevant developments in asylum/immigration law and procedures
- Actively support colleagues, volunteers and collaborate across teams
- Work closely with colleagues to identify opportunities and explore ways for individuals supported by the services to share their experiences and contribute to JRS UK's advocacy and communications work
- Assist line manager and colleagues with service improvement and development
- Undertake other duties and responsibilities as needed

- Comply with all JRS policies and procedures

Personal growth and development

- Engage with opportunities for training and development and reflect regularly on practice, including:
 - Ongoing training in areas such as asylum & immigration system, housing, mental health support/therapeutic care, rights and entitlements of those we serve.
 - attend non-managerial supervision and psychological support to support self-care.
 - Workshops and trainings relating to JRS' mission and ethos
 - Participation in team reflection mornings

Person Specification

Essential

- Sympathy and congruence with the values of JRS UK and deep commitment to our mission to accompany, serve and advocate for refugees and those who have been forcibly displaced.
- Highly developed interpersonal skills, empathy, personal resilience and emotional maturity for working closely with distress and at-risk people.
- Prior experience of working with refugees or at-risk migrants or other marginalised groups
- A good understanding of the immigration and asylum system including the asylum support system, legislation relating to rights and entitlements regarding asylum seekers and issues affecting asylum seekers and refugees.
- Outstanding interpersonal skills and the ability to build strong relationships internally and externally.
- Respect for and experience or desire of working with people from diverse backgrounds and faiths
- Prior experience of conducting needs assessments, providing high quality advice and casework support to vulnerable individuals, and maintaining clear and accurate records
- Experience of managing a busy workload with tight deadlines
- Outstanding oral and written communication skills
- IT literacy and competency with Word, Excel and case management systems
- Commitment to ongoing personal growth and development
- Ability to work flexibly and collaboratively as part of a small and varied team.
- Commitment to principles underlying diversity and equal opportunities

Desirable

- OISC level 1, or similar advice accreditation
- Experience of working or volunteering in a faith-based organisation or similar setting
- Experience working within supported housing

- Detailed knowledge of the immigration and asylum system
- Experience of managing and working with volunteers
- Ability to speak additional languages

Special conditions

- An enhanced Disclosure and Barring Service check will be undertaken.
- The role is subject to a six-month probationary period.
- An ability and willingness to work flexibly, and at other locations, is necessary for this role.

Hours: Full-time (37.5 hours);

Duration: 18 month fixed-term contract with the possibility of an extension.

Location: JRS UK Office, Hurtado Jesuit Centre, Wapping, London, E1W 2QT
& South London

Salary: £30,000 - £35,000 per annum

Pension: Additional 10% of salary of employer's contribution

To apply:

To apply for this role, please submit the following:

- Completed application form
- Completed equal opportunities online monitoring form. The information on this form will be treated as confidential and used for statistical purposes only. The form will not be treated as part of your application.

Please send both forms to Sara Adan (sara.adan@jrs.net) by **11pm Sunday 25th January 2026**. Write 'Destitution Caseworker' in the subject line of your email.

Interviews will be held in person week commencing **2nd February 2026**. Candidates will be invited to interview by email.

If you have queries about any aspect of this role or need additional information or wish to have an informal and confidential discussion, then please contact Ria Katche by email (ria.katche@jrs.net) to arrange a call.

You must be permitted to work in the UK. JRS UK cannot obtain a work visa for this post.