

Case Manager

IRARA (International Returns and Reintegration Assistance), Global Operations, Sheffield

Overview

An exciting opportunity has arisen to join IRARA (a growing global organisation in Sheffield) as a Case Manager. This interesting role forms part of a Global Operations case working team, responsible for the successful delivery of the reintegration services to citizens who are returning to their home countries. The post holder will be a key liaison point between UK/EU government officials and the IRARA overseas offices delivering front line reintegration services under various national funding programmes.

Reporting to the IRARA Programmes Manager, the role involves undertaking casework, supporting the creation of a viable “reintegration plan”; securing appropriate documentary evidence of expenditure; the co-ordination of the timely delivery of services; and completion of M&E activities.

The post holder will be required to update a limited number of computer-based case management tools which are utilised in the support of our operational activities.

Organisation Overview

IRARA (International Returns and Reintegration Assistance) is a growing International NGO that is committed to providing much needed support services to individuals and families who are repatriating to their home countries after a period of living in Europe or the UK. We work in a significant number of countries across Asia and Africa to deliver reintegration services to the highest standard. IRARA achieves this by enabling self-development through the promotion of health, education and social responsibility.

How will you contribute?

- Delivering a timely and accurate reintegration service
- Supporting the production of monthly reports as required by the funding organisations
- Leasing with IRARA local operations centres overseas to ensure the successful and timely completion of reintegration activities
- Act as a contact point for national government representatives
- Attendance at regular organisational review meetings (local and global)
- Arrange and attend meetings with the UK Home Office and EU member states as required
- Recording instructions received from key funders (National Governments)
- Represent IRARA in periodic and ad-hoc meetings and develop good relationships with relevant stakeholders
- Any other duties as deemed appropriate

Skills Required

Essential

- Good accuracy and attention to detail
- Excellent organisational and time management
- Problem solving skills and an ability to multitask
- Excellent English language skills

- Methodical approach to record keeping
- Good verbal and written communication
- Good ICT knowledge and experience of using basic Microsoft Office packages
- An ability to monitor and evaluate programmes
- Ability to develop new processes and procedures to ensure quality standards are maintained

Desirable

- French and/or German language skills
- An understanding of reintegration programmes (AVRR)
- Previous Case Management experience

Attributes

- Ability to work both independently and as part of a team
- An interest in working across, or understanding of, different cultures
- Ability to work to processes.

Required Education and Experience

Essential - BSc/BA Degree or demonstrable relevant experience

Desirable – Master's degree or higher

What do we offer?

We offer an opportunity to be part of a global support network, which aims to positively impact the lives of others. We have a culture and working environment that is friendly and fast paced, supporting your personal growth within the organisation. You may have the opportunity to travel but above all you will have the chance to work and build relationships with people from around the world across multiple cultures and backgrounds.

We really value our people and offer a friendly, safety-first working environment and a competitive salary along with other benefits including company pension scheme, 20 days hols + bank hols with the option to buy more, and cycle to work scheme. We also provide significant opportunities for career development and progression, as well as training enrichment and multi-skilling, in a dynamic working environment.

Salary: £25,020 - £32,000 per annum.

To apply, please send your full CV to careers@irara.org quoting reference: CM 001