



COMPLÈTE WOMAN

20 Shannon St, Leeds LS9 8SS
Company number:11154566

Job Description and Person Specification

Job Title	Integration Caseworker
Salary	£26,227 per annum
Contract Type	Full-time, Permanent
Hours	35 hours per week
Location	Complete Woman, Leeds sites
Reports To	CEO
DBS Check	Enhanced DBS Required

About Complete Woman

Complete Woman is a grassroots, migrant women-led charitable organisation founded in 2009 and formally incorporated in 2018 (Company No. 11154566). We are based in Richmond Hill, Leeds, LS9.

We serve migrant women and families across Leeds, providing culturally responsive, trauma-informed services that sit at the intersection of gender, race, migration, and economic justice. Our work spans four core strands:

1. Wellbeing, Pastoral Care & Crisis Support - Providing transcultural, trauma-informed wellbeing coaching, psychoeducation, group facilitation, food and essential aid, drop-in support, NRPF advice, sponsored worker support, pastoral care, and referrals into specialist clinical, legal, and statutory services.
2. Youth Development & Early Intervention - Supporting children and young people through positive activities, mentoring, skills development, confidence building, leadership opportunities, family engagement, and preventative programmes that reduce isolation, improve wellbeing, and strengthen future education, employment, and life outcomes.
3. Leadership, employability & Civic Participation – Equipping women with skills, confidence and opportunities to access employment, develop as leaders, engage in community organising and influence decisions that affect their lives and communities.

We are now transitioning to a Charitable Incorporated Organisation (CIO) and are growing our operational capacity to match our increasing reach and impact.

Role Overview

This is an exciting opportunity to join Complete Woman CIC at a pivotal moment of growth. As our first dedicated Integration Caseworker, you will be central to delivering our core mission which is providing direct, personalised support to migrant women and families who navigating the complex practical and emotional challenges of settling into life in the UK.

You will hold a caseload across our Leeds sites, working alongside the CEO and service coordinator to offer holistic, strengths-based support. You will be the connective tissue between our clients and the statutory, community, and voluntary services they need, building genuine, trusted relationships that create lasting change.

This role is ideal for someone who is deeply values-aligned with our feminist, trauma informed approach; who brings professional casework experience; and who is excited by the opportunity to help shape and grow a service in a dynamic, community-rooted organisation.

Key Responsibilities

2. Casework, Integration & Pathways Support

- Hold a caseload of women requiring integration, destitution, and pastoral care support across Leeds and Doncaster drop-in sites.
- Conduct thorough, person-centred needs assessments and co-develop individual support plans with clients.
- Deliver one-to-one keywork sessions providing practical and emotional support tailored to each client's goals.
- Support clients to access housing, healthcare, education, employment, benefits, food support, and community services.
- Assist clients with preparation for appointments and provide advocacy, acting as a trusted bridge between the client and external services.
- Manage referrals into clinical, statutory, and specialist services including NRPF support, legal advice, and mental health services.
- Develop clear, achievable integration pathways with clients, covering housing, education, employment, and community connection.
- Connect clients with ESOL classes, vocational training, digital skills programmes, and employment support services.
- Support the delivery of the Leeds Sponsored Workers Hub (Fridays, 10am–1pm), our specialist service for migrant care workers facing exploitation and debt bondage.
- Build and maintain strong referral networks with statutory agencies, voluntary organisations, and community partners across Leeds and Doncaster.

2. Administration & Compliance

- Contribute to Monitoring & Evaluation, reporting, capturing client outcomes, progress milestones, and service data for funders and trustees.
- Prepare case notes, referral letters, and client communications to a high standard.
- Participate in team meetings, supervision sessions, and reflective practice with the CEO.
- Work within and actively uphold organisational policies including safeguarding, equality and diversity, confidentiality, and health and safety.
- Support the CEO with funding evidence gathering, contributing client stories and outcome data (with consent) for grant reports.

Qualifications & Experience

Complete Woman CIC values the quality of your values, practice, and lived understanding above formal credentials. We recognise that the best caseworkers are not always those with the most letters after their name, but they must bring demonstrable competence and a commitment to continuing professional development.

Essential

- Minimum 18 months experience in a casework, key worker, or advocacy role supporting vulnerable women, migrants, refugees, or marginalised communities.
- Proven ability to carry out strengths-based needs assessments and develop personalised support plans.
- Strong written and verbal communication skills, able to produce clear, accurate case notes and client-facing documentation. Proficiency in standard IT systems (email, Microsoft Office or equivalent, case management software).

Desirable

- IAG Level 4 Diploma in Information, Advice and Guidance, or willingness to work towards this, fully funded by the organisation within 12 months of appointment.
- Working knowledge of housing, benefits, health, immigration, and community services available to clients in the UK.
- Knowledge of the UK immigration and asylum system, including Skilled Worker visa conditions and NRPF rules.



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- Experience of working within the VAWG (Violence Against Women and Girls) or modern slavery sector.
- Familiarity with community organising methodology.

Personal Attributes

We are looking for someone who is culturally responsive or understands, through lived experience or deep learning, the realities of navigating systems as a migrant, refugee, or person of colour. The successful candidate will be relationally skilled, able to build trust with people who may have experienced exclusion, discrimination, or institutional barriers, while promoting dignity and belonging in every interaction.

What We Offer

Terms, Conditions & Equalities

- Complete Woman CIC is an equal opportunities employer. We particularly welcome applications from women with lived experience of migration, displacement, the asylum system, or the issues our clients face. This post is open to women only under Schedule 9 (Part 1) of the Equality Act 2010.
- An enhanced DBS (Disclosure and Barring Service) check will be required. Appointment is subject to satisfactory references and the right to work in the UK.
- Complete Woman CIC is committed to safeguarding and promoting the welfare of vulnerable adults and children. All staff are expected to share this commitment.

How to Apply

Send your CV and a covering letter to Eve Maloba
eve.maloba@completewoman.co.uk

www.completewoman.co.uk