



Job Description:

Information and Advocacy Service Caseworker

Job title:	Caseworker	Team / Area:	Information and Advocacy Service (IAS)
Language skills	Arabic / Somali / Pashto / Dari – an advantage		
Position type:	Full - time	Hours:	35 hours / 5 days per week
Location:	Dublin	Travel:	Yes, monthly within Ireland to IPAS centres
Salary:	€36,000 gross p.a.	Reporting to:	Information and Advocacy Manager
Annual Leave:	25 days per year	Contract duration:	2 years
Date posted:	01 May 2026	Application Deadline:	18 May 2026 at 10am.

Introduction and overview

The Irish Refugee Council believe in a fair and inclusive society for people seeking international protection in Ireland. We believe that every person has a legal right to claim asylum and to have their application considered in a fair and transparent manner, in accordance with the 1951 Convention relating to the status of refugees.

Our work involves services and support to people seeking international protection and refugees. We provide information and early legal advice. We also provide integration supports around housing, education, employment, youth work and resettlement. Through our services we identify trends and issues that require change and advocacy

Our Information and Advocacy Service provides free and confidential information and an advocacy service to people at various stages of the international

protection process. The service also acts as a first point of contact for many people seeking support from our Law Centre or accessing our housing, education, employment and youth services.

The Caseworker will provide direct support to individuals and will work under the supervision of our Information and Advocacy Service Manager. This is an exciting and challenging role with an opportunity to work directly with people in the protection process and positively impact on their lives.

The Information & Advocacy Service is co-funded by the Government of Ireland & the European Union.

Job Description

- Provide information and advocacy to people seeking international protection and from a refugee background on a range of issues related to the international protection application process, State provided accommodation, family reunification, homelessness and more.
- Work with people to identify their needs and refer to other services provided by the Irish Refugee Council, as well as to other specialised agencies.
- Provide support to outreach activities and training / information sessions as required.
- Provide their own administrative support, including completion and maintenance of digital case files using Salesforce case management system.
- Gather information and keep up to date with protection, refugee law and immigration issues.
- Contribute to the overall work plan of the service and the Irish Refugee Council.
- Participate in team meetings and weekly casework meetings.
- Participate in other work of the organisation as required from time to time by the Chief Executive Office and to assist in the smooth running of the organisation.

Person Specification: Qualifications, Experience, and Skills Required

- At least one year of experience of working with people in the protection process/refugees.
- Fluency in English is essential – spoken and written.
- Fluency in another relevant language strongly preferred – Arabic, Somali, Pashto, Dari.
- Relevant third level qualification e.g law, social work etc an advantage
- Strong research skills and ability to keep up to date with changing laws and practices.

- Excellent communication and interpersonal skills: verbal, written, report writing and presentation.
- Highly organised – ability to manage own caseload and provide own administrative support
- Ability to work effectively and collaboratively as part of a team
- Experience of interacting with a range of organisations, public and government officials.
- Experience with providing support in relation to social welfare and/or housing/homelessness may be considered an advantage but not essential.
- We particularly welcome applications from people from a migrant or refugee background, lone parents, Travellers and people with disabilities.

Equality, Diversity and Inclusion

The Irish Refugee Council is committed to creating an inclusive environment where diversity is celebrated, and everyone is afforded equality of opportunity. We welcome applications from everyone, from people with direct experience of the international protection process and who have lived in Direct Provision.

Staff Benefits and Salary

- 25 days annual leave plus additional paid leave at Christmas.
- A comprehensive induction process.
- A diverse working environment.
- Employee Assistance Programme that offers expert counselling and support.
- Flexible and supportive working arrangements.
- Ability to work from home (2 days a week maximum)
- Opt in pension after passing probation period.
- Car and Bike parking
- A commitment to professional development including access to an annual career professional development fund.

Application Process

To help us process your application efficiently we would be grateful if you could follow these guidelines carefully, thank you.

1. Please send **one pdf file** including your **CV and cover letter** to recruitment@irishrefugeecouncil.ie - give the file your full name.
2. The content of emails will not be included in your application so please include all details in your cover letter.
3. The phrase “**Caseworker**” must be inserted into the **email subject matter line**.

4. The cover letter must **clearly address the requirements** outlined above. Only applications addressing the requirements will be considered. Applicants should give examples of how their experience meets the points listed in the Person Specification.
5. **Deadline for application is strictly 18.05.2026 at 10:00.**
6. Each application will receive an automated email acknowledgment upon receipt of application.
7. Interviews will be held in person.