

Advice Coordinator & OISC Supervisor Job Description

Responsible to	Advice Services Manager
Location and remote working)	Hybrid (Praxis office in Bethnal Green, drop-ins in Havering and Newham)
Contract	Fixed Term until 31 March 2025
Hours	35 hours per week
Salary	NJC 28, £40,660 (inclusive of London Weighting for London based post)

About us:

Praxis is a charity for migrants and refugees. Our direct services support people in London, and our training and campaign work has national and international impact. Our core purpose is to help migrants in crisis or at risk, ensuring they can live in safety, overcome the barriers they face, and take control of their own destinies. From our east London base, we strive for a world where people are not defined by their immigration status, and everyone is treated with dignity and respect.

Purpose of the role:

As part of the Advice Management Team, you will coordinate Praxis' work with Newham and Havering Local Authorities and in Islington working with residents of Asylum Support hotels and with Islington Faiths Forum. You will provide supervision and support to a team of OISC level 2 immigration advisors. Dimensions of the role may change subject to funding. You will hold a small caseload of cases (equivalent to FTE 0.3) working with migrants at risk due to lack of secure of immigration status and/or No Recourse to Public Funds condition. You will provide legal expertise and OISC supervision to the team, trainee advisors and volunteers and will monitor the service delivery model to ensure it reaches the most vulnerable and contribute towards service development. You will deliver specialist training and second-tier advice to external partners as part of our capacity building programme.

Relationships:

Advice staff (up to 5 FTE equivalent posts) and volunteers. Line management may vary depending on funding from new projects.

Key Responsibilities:

Project Management and Quality

- To support the Advice Services Manager by providing supervision, direction and guidance to staff and volunteers within the OISC regulatory framework.
- To develop, implement and manage service delivery models in a range of different contexts including for asylum seekers housed in hotels
- To project manage the service and implement systems to meet funding targets
- To manage Praxis' immigration advice services in Newham and Havering, co-ordinating drop-in sessions and referrals from the Local Authority (including social services).
- To provide OISC supervision to trainee and volunteer advisors as part of our capacity-building programme.
- To produce reports to funders and stakeholders.
- To ensure compliance with OISC and SRA standards, including overseeing training plans, PDPs and CPD hours and carrying out case file reviews for advisers and volunteers.
- Appropriate oversight of L1 and L2 advice and casework carried out by advisers and volunteers, including oversight of immigration applications submitted to the Home Office.
- To undertake a caseload of strategic/complex cases feeding into Praxis advocacy strategy and meeting the requirements of OISC accreditation.
- To develop systems and protocols to ensure services are running efficiently and with consideration given to both funder requirements and regulatory compliance.
- To play a role in strategic and operational planning and day to day management of the advice service.
- To remain up to date with a range of legislative and policy frameworks appropriate to the work of Praxis, including immigration, human rights, social welfare and health.

Information and Training

- To ensure relevant staff and volunteers are kept up to date through regular briefings and training on key issues.
- To provide second-tier advice and information to staff in the voluntary and statutory sectors through SLACK and community of practice events.
- To provide reports on services and contribute to fundraising as required.
- To take responsibility for developing briefings and information in different formats appropriate to different audiences.
- To deliver training sessions to external stakeholders.

Development and participation

- Commitment to the Praxis 2021 – 2026 Strategic Plan
- Participate fully in individual supervision, training, reflective practice and appraisal;
- Contribute to our anti-racism programme and the identity of Praxis as an anti-racist organization;

- Attend regular team meetings and participate in other advice and staff team commitments and meetings as necessary;
- Work with colleagues in Praxis to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with marginalised people with insecure immigration status;
- Attend training and share learning and good practice with other Praxis staff;
- To contribute to developing the Praxis training programme and facilitate training, workshops or other capacity-building activities.
- Participate in Praxis' events, away days, and contribute to publicity work, strategic development and advocacy where appropriate;
- Contribute evidence and case studies for funding applications and reports as necessary.

Person Specification

Please address points to be assessed in the application (A) in your personal statement, further points will be assessed in the interview (I).

Application = A; I = Interview

Person Specification	Essential or Desirable	Assessment Method
Education and qualifications		
1. OISC L2.	E	A
2. OISC L3/Law Society L2 Senior Immigration & Asylum Caseworker accreditation desirable.	D	A
Knowledge		
3. Excellent knowledge of the immigration system, of access to justice and of access to services for migrants in the UK	E	A+I
4. Excellent knowledge of policy and legislation relating to refugees and migrants at a collective and individual level.	E	A+I
5. Good understanding of NRPF and destitution issues for both non EEA and EEA migrants.	E	A+I
6. Understanding of housing and support provision for destitute migrants.	E	A
7. Good understanding of safeguarding principles and practice as they relate to children and vulnerable adults with insecure immigration status	E	A
Experience		
8. Experience providing OISC supervision (up to OISC level 2/SRA L1).	D	A+I

9. Experience producing report to funders/funding bodies and managing budgets.	D	A+I
10. Experience working in a drop-in or fasted paced casework environment.	E	A
11. Experience of carrying own caseload and providing generalist and/or immigration advice & casework (up to OISC Level 2/) (including EUSS work).	E	A+I
12. Good up-to-date working knowledge of housing and homelessness and welfare benefits legislation, policy & services.	D	A
13. Experience of developing policies, procedures and guidelines in relation to complex casework .	D	A
14. Experience of delivering training on range of fast-changing current advice & casework issues	E	A+I
15. Experience of successful partnership working	E	A+I
16. Experience of working in the voluntary of community sector	E	A
17. Experience providing support and supervision to volunteers	D	A
18. Experience of delivering advice services remotely	E	A
19. Experience of line management and supporting staff development	E	A+I
Skills		
20. Ability to lead, manage and work effectively as part of a team	E	A+I
21. Excellent online research and analytical skills	E	A
22. Excellent spoken and written English skills with the ability to analyse complex written information and communicate it effectively to a range of different audiences	E	A+I
23. Ability to work with case management systems and to accurately record client information, and report and analyse data where necessary	E	A
24. Ability to identify policy areas for strategic challenge in line with Praxis principles and Theory of Change	D	A+I
Other		
25. Commitment to provision of high-quality, non-directive legal advice for migrants and refugees.	E	A+I
26. Commitment to working in an anti-racist, intercultural environment.	E	A+I
27. Commitment to Praxis' vision, mission and objectives.	E	A+I
28. Commitment to maintaining client confidentiality and delivering a high-quality professional service.	E	A+I



Our Values

These are the values everyone at Praxis is expected to work according. Candidates are required to support, uphold and sustain these values.

These will be assessed at interview and are included here to inform you.

We Strive for a better way

We are ambitious and bring a questioning spirit to help us make progress

Everyone belongs here

We create respectful, empathetic relationships that ensure everyone feels valued and seen

We learn together

We make space for individual and collective learning so we can elevate our impact

We listen to the needs of our community

We always start with the insight from the people we support