



Person Specification – Advice Worker

Essential

- Experience of delivering advice or advocacy services
- At least 2-3 years' experience of providing welfare benefits and housing advice
- OISC level 1 trained
- Understanding of welfare benefits rights and housing benefits legislation
- Experience using casework management software
- Ability to communicate effectively and sensitively with clients
- Experience of providing accessible services across a range of cultures and faiths
- Clear and concise written, oral and interpersonal communication skills with particular emphasis on negotiation and representation
- Good time management and ability to deal with a varied and busy caseload
- Ability to work on own initiative and as a member of a team
- Ability and willing to be flexible in the duties and work
- Understanding of the issues and problems experienced by refugees and other migrant groups

Desirable

- Experience in volunteer management
- Up to date knowledge of immigration legislation
- Additional language skills
- Additional language skills relevant to client base e.g. Ukrainian, Arabic, Farsi, Dari, Pashto, Tigrinya, Tamil, Somali, French
- Lived experience of forced migration
- Experience of working with refugees, asylum seekers, migrants and/or people with insecure immigration status
- An understanding of and sensitivity to mental health difficulties
- Experience of working within the charity/voluntary sector