

Immigration Advisor – Crisis Skylight (OISC L1 essential, OISC L2 desirable)

Job Description

Job Title	Immigration Advisor (OISC L1-2)
Responsible to	Advice Coordinator
Status	Part-time, 12-months fixed-term contract
Hours	21 hours per week
Salary	NJC point 20-25; £34,308 - £37,957 per annum inclusive of London Weighting (subject to accreditation and experience).
Holiday entitlement	25 days per annum (pro rata, so 15 days).

About us: Praxis Community Projects is a dynamic, award-winning human rights charity supporting migrants in crisis or at-risk, ensuring that their essential human needs are met and that they are able to overcome the barriers they face. We provide legal advice and a range of welfare support including group work. We build community, challenge exclusion and discrimination, influence policy, improve services and inspire solidarity with migrants.

Purpose of the role:

The post holder will work in partnership with Crisis supporting service users with immigration advice needs accessing the Skylight service centre in Commercial Street. The successful applicant will provide one-to-one specialist advice, casework and practical support (or referrals to relevant services or solicitors where appropriate) to London-based migrant and refugee clients (up to OISC level 2), housing and homelessness, welfare benefits, and family and community care law. The role will involve a combination of in-person advice work and remote working as necessitated by the needs of the client group.

Relationships: Reports to one of the advice coordinators, working closely with advice colleagues from different projects. Line management of volunteers and peer to peer casework supervision. Close partnership working with support workers from Crisis.

Responsibilities:

Service delivery

- Provide one-to-one specialist immigration advice (up to OISC L2) in addition to generalist advice and support on areas including benefits and housing/homelessness to London-based migrant and refugee clients (delivered through appointments, drop-in sessions, email and telephone advice).
- Provide thorough follow-up casework (including immigration casework) and support where appropriate;
- Provide clear and accurate signposting, referrals and active referrals where possible and appropriate;

- Actively develop professional relationships and referral links with law centres and solicitors' firms, and refer/signpost clients to other services and agencies as appropriate;
- Provide outreach at Crisis Skylights where necessary and accompany clients (or supervise volunteers to do so if appropriate) to services such as refuges and hostels, medical and therapeutic appointments etc.;
- Attend and contribute to relevant fora and networks (virtual and actual) as necessary.

Casework management and monitoring

- Manage your own caseload, keeping clear, accurate and timely records of all work done;
- Carry out administrative tasks (filing, expenses, petty cash etc.) to support your own work and that of the team;
- Assist in evidencing the impact of work done, including recording detailed and clear case notes on our database, monitoring outcomes against project targets;
- Produce reports for funders and internal reports;
- Contribute to the provision of management information, regular case studies and other detailed information and reports as required;
- Ensure that work is monitored and evaluated and quality assured to meet internal and external requirements;
- Provide supervisory casework support to trainee advisers as required.
- Peer to peer casework supervision as required.

Development and participation

- Participate fully in individual supervision, training, reflective practice and appraisal;
- 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 vulnerable migrants;
- Attend training and share learning and good practice with other Praxis staff;
- To contribute to the development of Praxis training programme and facilitate trainings, 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.

Working with volunteers

- Manage and supervise the casework of advice volunteers/interns (including those who are registered with OISC and require OISC supervision and file review).

Take on other duties consistent with the nature of the post and that may arise as the service develops.

PERSON SPECIFICATION

When you complete the application form for this post, please ensure that you respond to each numbered requirement marked 'A' as this is what will be assessed and scored for shortlisting. If you do not tell us clearly how you meet the requirement, we will not be able to give you a score for it.

A = Application form

I = Interview

Person Specification	Essential or Desirable	Assessment Method
Education and qualifications		
1. Accreditation at OISC Level 1 (Asylum & Immigration)	E	A
2. Accreditation at OISC Level 2 (Asylum & Immigration) (or higher)	D	A
Experience		
3. Minimum 6 months experience providing immigration advice and casework at OISC level 1.	E	A
4. Experience providing generalist advice and support (benefits, housing etc.)	E E	A+I
5. Experience of frontline working in the voluntary or community sector providing services to clients at risk		A+I
Knowledge		
6. Good understanding of general immigration issues affecting asylum seekers and migrants and of the key statutory bodies in the UK involved in the asylum determination process	E	A+I
7. Knowledge of the legal aid framework for onward referrals and project development purposes	E	A
8. Insight into the needs, experiences and hopes of vulnerable undocumented migrants and/or those with No Recourse to Public Funds and the difficulties they face navigating systems.	E	A + I
9. Insight in to the difficulties faced by those who have experienced homelessness and/or complex needs.	E	I
10. Awareness of HO policies relating to gender, LGBTI issues, domestic violence and trafficking	E	A
11. Awareness of safeguarding principles and procedures, as they relate to children and vulnerable adults with uncertain immigration status	E	A + I
Skills		
12. Ability to represent Praxis at different levels and build relationships with different stake holders and other legal professionals.	E	A + I
13. Ability to step into pressurised advice environment and provide high-quality advice and follow-up casework with minimal supervision.	E	A + I
14. Ability to deliver training in-house and to external partners.	E	A + I
15. A flexible and creative approach to developing legal advice provision for hard to reach groups.	E	A + I
16. High level of spoken and written English and the ability to write reports/case studies, applications and representations, and analyse complex information and communicate it effectively.	E	A + I
17. Ability to monitor and report against project targets and communicate effectively with funders and stakeholders.	E	A + I

<p>18. Ability to train, support and supervise volunteer team members, junior colleagues and work in partnership with interpreters.</p> <p>19. Ability to use standard client and case management databases and ability to adapt quickly to new software</p>	<p>E</p>	<p>A</p>
<p>Other</p>		
<p>20. Ability to plan and manage your own workload</p> <p>21. Commitment to uphold the values, aims and policies of Praxis Community Projects in every aspect of your work.</p> <p>22. Understanding of and commitment to the principles of confidentiality, impartiality, non-directive advice, and equality of opportunity</p> <p>23. Ability to speak a community language</p> <p>24. Lived experience of the impact of UK immigration policies</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>