



Job Description

Job Title	Generalist Advice Caseworker (Portuguese Speaker)
Reports to	Generalist Advice Manager
Hours per week	21 hours (3 days per week)
Location	Hybrid work - at least 1 day per week (Thursdays) from the LAWRS' offices in London (Old Street)
Contract	Fixed term (with possibility of extension)
Salary	£30,075 per annum pro rata
Pension	Government Workplace NEST Pension Scheme
Responsible for	1-2 volunteers

Job Purpose

The Latin American Women's Rights Service (LAWRS) is a human rights, feminist organisation led by and for Latin American migrant women in the UK. Our work is dedicated to supporting the immediate and long-term needs of Latin American migrant women exposed to violations of their fundamental human rights; facing violence against women and girls, exploitation or trafficking; enduring difficult living and working conditions in low paid jobs, and facing barriers to social protection. Around 2,000 women use our services every year, benefitting from practical and emotional support, learning new skills and improving their own opportunities. We strive to provide essential tools for women to empower themselves in their pursuit of personal and social change.

LAWRS' Generalist Advice service provides information, advice, casework, advocacy and support to Latin American migrant women in the areas of housing, welfare benefits, money, employment rights and immigration.

The Generalist Advice Caseworker will have an excellent command of English and Portuguese and will join the Generalist Advice Team and be responsible for undertaking a caseload of service users, providing free, confidential, one-to-one information, advice, casework and advocacy for Latin American women in the areas of housing, welfare benefits, money, employment rights and immigration, according to their expertise.

The post holder is responsible for ensuring adherence to the Advice Quality Standards.

Main accountabilities

1. To advise, inform, advocate for and support service users by:

- Providing effective and high-quality generalist advice and support to service users enabling them to access information about their options and how to exercise their rights.
- Providing practical and ongoing support with a comprehensive and holistic approach on a one-to one basis, face to face, by telephone and/or via email to LAWRS service users.
- Dealing with service users' inquiries/cases efficiently making sure they encounter a friendly, warm and welcoming environment.
- Making internal and/or external referrals and signposting service users in response to their needs and whenever relevant in accordance to adequate referral pathways, policies and procedures.
- Designing and delivering educational workshops on the Generalist Advice areas as requested by the Generalist Advice Manager.

2. To adhere to relevant procedures as outlined in LAWRS Case Management pack, OISC and Advice Quality Standards (AQS) regulations by:

- Following recognised good practice in the provision of advice services and casework to Latin American women on a one-to-one basis, face to face, by telephone and/or via email.
- Supporting the Generalist Advice Team in the preparation for AQS assessments and audits as required by your line manager.
- Complying with all AQS requirements, demonstrating competence to undertake casework in the relevant categories of work.
- Maintaining and improving knowledge, skills and competence, in accordance with OISC regulations in regards to Continuing Professional Development.

3. To deliver against individual and team targets set in accordance to contract requirements and as instructed by the Generalist Advice Manager, evidencing:

- The timely maintenance and update of accurate digital and paper records of all cases, and up to date monitoring and evaluation databases in order to track the progress of the different projects in due time.
- The implementation of delivery plans to meet targets within deadlines as instructed by the Generalist Advice Manager.
- The completion of reports and case studies as requested by your line manager and in compliance with relevant quality marks and/or funder requirements, ensuring reporting deadlines provided are met.

4. To actively participate in the process of planning and updating strategic and operational plans, including:

- Collaborating in LAWRS policy work, research and media enquiries relevant to this area of work.
- Assisting in the regular review, development and updating of LAWRS policies and procedures.

- Ensuring service user views are heard and inform the advice service provision.

5. To represent LAWRS in external communications, meetings and events, by:

- Liaising with statutory and voluntary services when required.
- Building effective relationships with specialist advice service providers to ensure referral pathways for service users.
- Networking and participating in welfare benefits and employment rights advice related meetings and events, working groups and initiatives, as requested by your line manager.
- Acting as an ambassador, upholding and maintaining the organisation's ethos, values, aims and objectives.

6. To maintain up to date knowledge of the legal, practical, and social factors involved in high advice quality standards, by:

- Attending regular casework supervision meetings and file reviews with the Generalist Advice Manager.
- Attending training, events, conferences, and other development opportunities relevant to your work, in agreement with your line manager.
- Sharing relevant information internally within and beyond the team as relevant.

7. Other accountabilities:

- To deliver all aspects of this job description in accordance with LAWRS' policies and procedures.
- To attend regular one to one sessions, service and staff meetings and other relevant organisational activities as required.
- To abide by LAWRS' policies and procedures.
- To abide by Health and Safety guidelines and share responsibility for your own safety and wellbeing and that of colleagues.
- To carry out any other duties appropriate to the post as requested by your line manager in pursuance of LAWRS aims and objectives.

Other requirements or conditions of the role:

- This post is subject to an enhanced DBS (Disclosure Barring Service) check.
- You might be required to participate in occasional organisational activities on the weekends and/or outside your working days/hours.
- This job description outlines the current main responsibilities of the post; however, the duties of the post may change and develop over time and the job description may be amended in consultation with the post holder.

Person specification

Education and Qualifications	Measured by
1. Completion of a recognised advisor training programme (e.g CAB, welfare rights training, Wiseradviser or Money Advice Service accredited programmes).	Application form Interview
2. OISC valid registration as adviser in Level 1 (or higher) immigration or EUSS category	Application form Interview
Experience	Measured by
3. A minimum of one year of experience providing advice and/or casework support in the Generalist Advice areas in the UK.	Application Form Interview Exercise
4. Demonstrable experience of working within safeguarding guidelines to protect and promote the wellbeing of vulnerable adults and children.	Application Form Interview
5. Experience of working with informal networks, coalitions or umbrella organisations.	Application Form Interview
6. Experience of building, developing and maintaining effective working relationships and communications with external agencies.	Application Form Interview
Knowledge and Understanding	Measured by
7. Excellent knowledge and conceptualization of the issues facing Latin American migrants in the UK, particularly, regarding the Generalist Advice areas.	Application Form Interview Exercise
8. Excellent understanding of employment rights in the UK and of the main issues affecting Latin American women employed in manual areas of work (e.g. cleaning, catering, hospitality).	Application Form Interview Exercise
9. Working understanding of sexual harassment at work and other employment rights violations.	Application Form Interview Exercise
10. A commitment to integrate equal opportunities principles and anti-discriminatory practices in all aspects of the work.	Interview
11. Commitment to human rights and social change	Interview
12. Excellent command of English and Portuguese both orally and in writing, including quality written work for casework records and support letters writing.	Application Form Interview Exercise
13. Knowledge of monitoring and evaluation tools and processes.	Application Form

Skills and Abilities	Measured by
14. Excellent communication and interpersonal skills, and approachable and sensitive nature.	Interview
15. Good ICT skills, including the ability to be self-administering, making use of case management systems and databases.	Application Form Interview
16. Ability to be self-administering, set priorities, work on own initiative and under supervision and as part of a team.	Application Form
Desirable	Measured by
17. Previous experience working in the voluntary sector.	Application Form
18. Ability to speak Spanish	Application Form

Last updated: July 2024