

# Lewisham Refugee and Migrant Network

## Housing and Welfare Advisor

<b>Role</b>	Housing and Welfare Advisor
<b>Reports To</b>	Housing and Welfare Manager
<b>Location</b>	Hybrid working (office and outreach)
<b>Time Commitment</b>	28 hrs/wk
<b>Salary</b>	£31,000 pro rata + 6% Pension contributions
<b>Special Conditions</b>	Occasional evening and weekend work
<b>Fixed Term</b>	For 12 months with possibility of extension dependant on funding

### LRMN

We empower refugees, asylum seekers and other migrants to build their lives. We advocate for people's rights, campaign for wider change, meet their basic needs and help them improve their wellbeing.

### Main Responsibilities

1. To provide specialist legal advice and information on housing, welfare benefits, and other issues as required by the service.
2. To help improve the situation of refugees, asylum seekers and migrants through participating in policy work, campaign and developing networks and partnerships.
3. To help improve LRMN's delivery of legal advice and information service.

### Specific Responsibilities:

1. To provide specialist legal advice and information on housing, welfare benefits, and other issues as required by the service.

- a. To maintain accurate and orderly client records both on paper and electronic forms.
  - b. To negotiate and or advocate on behalf of the client
  - c. To act for the client where necessary by completing forms, calculating repayments, negotiating, drafting or writing letters, advising on and preparing appeals and dealing with telephone calls and emails as required.
  - d. To assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
  - e. To represent clients at tribunals when necessary and ensure that clients receive the best possible outcome
  - f. To check whether clients are in receipt of all the benefits they are entitled to, and help them claim any relevant benefits that they haven't claimed yet, or obtain increases if their benefits are not paid at the correct rate;
  - g. To help clients understand benefit decisions, and challenge them (where appropriate) by way of mandatory reconsiderations and appeals;
  - h. To help clients ensure they keep to their responsibilities in respect of their benefit claims, for example by notifying any relevant changes of circumstances;
- 2. To help improve the situation of refugees, asylum seekers and migrants through participating in policy work, campaign and developing networks and partnerships.**
- a. To actively update legal knowledge on housing, welfare benefits and other related areas of law
  - b. To develop partnerships and attend advice related networking meetings.

- c. To advocate and campaign on issues affecting the welfare of our clients.
- d. To contribute and participate in policy work beneficial to our clients.
- e. To build good working relationships with other relevant organisations
- f. To maintain up-to-date knowledge of external agencies and changes in legislation, policies and practices and adapt and share this information as appropriate
- g. To liaise and establish contact with relevant national and local agencies and services.

**3. To help improve LRMN's delivery of legal advice and information service.**

- a. To adhere to LRMN's casework management systems procedures and Advice Quality Standard.
- b. To implement corrective actions in a timely manner, particularly where these issues are identified through file reviews
- c. To participate in team meetings and contribute to its development.
- d. To engage effectively with case work supervision, including by keeping accurate and up-to-date records on the case management system.
- e. To provide a combination of face-to-face, telephone and digital appointments, and drop-in sessions.
- f. To be aware of, and where appropriate, signpost or refer to other services that might be valuable to a client such as condition specific charities, or offerings in the local community that would improve their physical or health and wellbeing, such as opportunities for peer support and connectivity;
- g. To provide a high-quality service that is personal, responsive and sensitive, ensuring confidentiality and adhering to the Data Protection Act 2018 and GDPR
- h. To ensure that people accessing the service feel welcomed, valued and understood;

- i. To maintain case records to enable the continuity of casework; ensuring an accurate and up to date case work system, using our case management system; Advice Pro.
- j. To maintain an electronic diary for booking appointments and follow-up actions, using the case management system
- k. To respond to phone and email enquiries from clients and third parties in a timely manner.

#### **Other duties**

1. To participate in LRMN staff meetings, maintaining a high level of professionalism and contributing skills and knowledge towards best practice for the organisation.
2. To attend supervision and appraisal meetings and other relevant activities.
3. To be able to perform their own administrative duties.
4. Work flexibly as agreed to meet the demands of the service – this may involve evening weekend and outreach work.
5. Maintain confidentiality in all matters relating to the work of the organisation.
6. Safeguarding – to be aware of your duty to protect individuals (both adults and children) to live free from abuse, harm and neglect, and to follow correct internal policies and procedures where you have concerns for an individual.
7. Comply with LRMN's vision, mission, policies and procedures.
8. Positively promote LRMN and its work.
9. Undertake any other work as may be reasonably requested.