

We're hiring

**Housing & Welfare Benefits
Advisor/Senior Advisor**



WELCOME

Message from our CEO

Thank you for your interest in working at LRMN and supporting the life-changing work that we do. It is thanks to our wonderful staff members, volunteers, trustees, and our clients that LRMN is a dynamic and joyful work environment, where we enact real and tangible change for the communities we work with. We'd love to have you join us and support us to grow.

Our staff and volunteers are our greatest asset, so we take recruitment seriously. To this end, please find in this job pack information about LRMN, the communities we support, and the Housing and Welfare Benefits Advisor role.

We will always stand by people standing up to an unjust immigration system. We provide a safe haven for people to rebuild their lives. Our advisor role is a key part of that. Sitting in the Housing and Welfare Benefits team, you will provide essential advice and advocacy to the communities we support. You will also have a key role in supporting our campaigning work. You will be managed and supported by our Housing and Welfare Benefits Supervisor and our Head of Operations. We're a small and dynamic team so you will have the opportunity to work closely with other members of the organisation.

Our story

In the 1980s a group of students, teachers and local people came together to form an advice service to support refugees and asylum seekers in Lewisham. In 1992, with financial help from Lewisham Council, the advice service opened its first office and by 1996, we became a registered charity, opening our doors to all migrants in need of our help.



Alan Robertson, CEO

ABOUT US

Our Vision

People from all backgrounds belong and thrive and are treated with respect and dignity in a just and welcoming society.

Our Mission

To enable refugees, asylum seekers and migrants (RASM) to know and exercise their rights, thrive, integrate and engage in activities to bring about change for a better future.

Our Goal

To reduce poverty, increase inclusion and engagement, and improve mental health and well-being amongst the RASM community in London.

Our Values

Collaborative

We know we are stronger together. We will involve the people we serve, our team and our partners in designing and delivering our work.

Refugee and Migrant Justice

Rights and justice primarily for refugees and migrants are at the heart of everything we do.

Integrity

We will be honest and do the right thing

Equity, Diversity and Inclusion

We are committed to building a community that removes barriers, embraces people from all backgrounds and provides opportunities for them to rebuild their lives.

Our Strategic Goals

Strategic Goal 1

Effective and Modern Governance, Leadership, Management, Financial and Organisational systems and operations.

Strategic Goal 2

Grow and Improve our services.

Strategic Goal 3

Develop and sustain effective and relevant partnerships, collaboration and influence.

Strategic Goal 4

Resilient, competent and compassionate workforce.



This year's HIGHLIGHTS

1,671

People supported
by LRMN

221

People received
housing and
welfare benefits
advice

243

Applications made
to regularise status

196

Women and girls
supported by the
Women Together
project

1,785

Food parcels given out,
with 1,530 of these at the
Migrant Hub!



£1,730

Hardship funds given

103

Issues solved for
resettled refugees
in Lewisham

79

People given digital
access support



357

People supported
through the
Greenwich Migrant
Hub



Miri's story

When Tatsu found Miri sleeping in the corridor of her building, she couldn't imagine what Miri had been through. After hearing her story, Tatsu brought Miri straight to LRMN, where we started our work to support her.

Miri's in-laws had been threatening her, and she had been experiencing domestic abuse. One day, Miri couldn't take it anymore and contacted a travel agency to help her get to the UK. She saved all her money to pay the agency for the documents, travel, and accommodation, transferring her life savings. She hoped to secure a good life in the UK, and education for her children.

However, Miri's host took her money, passport and travel documents and locked them away. Then she made Miri work in the house, unpaid. Miri's children, who she had prepared for school, were not allowed to leave their bedroom. It was violent, difficult, and exhausting - and one day, she had packed her bags and run, which is when Tatsu had found her.

LRMN immediately secured emergency support and accommodation for Miri and her family, and secured immigration advice from a specialist agency working on modern slavery. As a result, Miri is now on the path to being safely able to stay in the UK, getting the support she needs, and her children are finally able to attend school.

Modern slavery is a common challenge we see at LRMN. With a worsening political environment, and a lack of safe routes, we are deeply concerned about a rise in modern slavery and human trafficking and urge the government to open more routes to settlement.

WHAT WE OFFER

Annual leave

26 days leave (pro-rata) plus bank holidays and additional days off between Christmas and New Year when the office is closed (normally 3 days).

Core hours

Our core hours are 10am-12pm and 2pm-4pm. Staff can work their hours flexibly around these.

Hybrid working

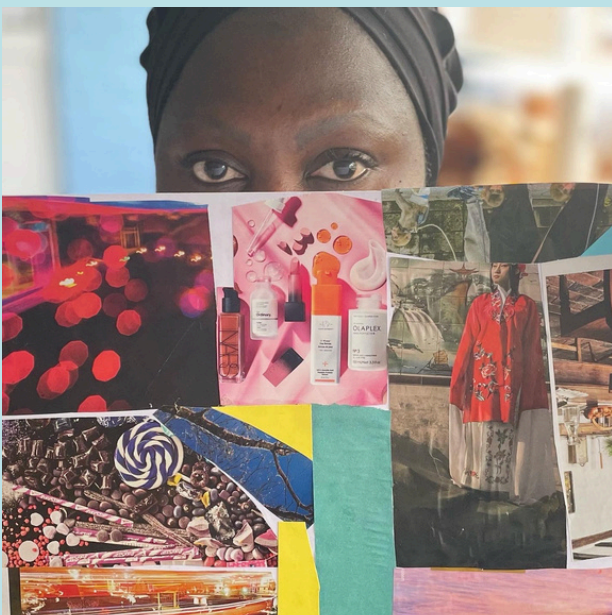
We have adopted a hybrid working model. Staff working 4 or 5 days/week are required to be in the office 2 days a week. Other staff are required to be in the office 3 days every fortnight.

Training & development

Each staff member has an annual £500 training budget for them to use in agreement with their manager. We also hold regular training for the whole staff and volunteer team.

Wellbeing support

We offer all staff external clinical supervision and access to an Employee Assistance Programme.



Experts by Experience Employment Network

We are proud to be a member of the Experts by Experience Employment Network, which aims to create a charitable sector that is led by people with lived experience of the asylum and immigration system. As part of this network, we challenge the one-size-fits-all approach in our employment practices, and respect personal circumstances and needs of people with lived experience. Please feel free to use their information and resources which may help in preparing your job application.

JOB DESCRIPTION

Role	Housing & Welfare Benefits Advisor/Senior Advisor
Reports to	Housing & Welfare Benefits Supervisor/Head of Operations
Location	Hybrid (Deptford, Lewisham)
Hours/week	35 hours/week
Salary	£28,664 (Advisor) or £31,930 (Senior Advisor) + 6% pension
Type of contract	Permanent

Main Roles

1. To provide specialist legal advice and information on housing, welfare benefits, debt, 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 Duties

- Act for clients where necessary by completing forms, calculating repayments, negotiating and/or advocating on behalf of clients, drafting or writing letters, advising on and preparing appeals and dealing with telephone calls and emails as required
- Maintain accurate and orderly client records
- 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
- Challenge/support with challenging decisions such as S.21 or homelessness (Senior Advisor)
- Represent clients at tribunals when necessary (Senior Advisor)
- 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
- Support clients understand benefit decisions, and challenge them (where appropriate) by way of mandatory reconsiderations and appeals
- Actively update legal knowledge on housing, welfare benefits, debt and other related areas of law
- Develop partnerships and attend advice related networking meetings
- Contribute and participate in policy work beneficial to our clients
- Maintain up-to-date knowledge of external agencies and changes in legislation, policies and practices and adapt and share this information as appropriate

- Adhere to LRMN's casework management systems and procedures
- Implement corrective actions in a timely manner, particularly where these issues are identified through file reviews
- Participate in team meetings and contribute to the team's development
- Ensure that people accessing the service feel welcomed, valued and understood

Other Duties

- To participate in LRMN staff meetings, maintaining a high level of professionalism and contributing skills and knowledge towards best practice for the organisation.
- To attend supervision, performance review meetings and other relevant activities.
- To be administratively self-servicing.
- Work flexibly as agreed to meet the demands of the service – this may involve evening, weekend and outreach work.
- Maintain confidentiality in all matters relating to the work of the organisation.
- Comply with LRMN's vision, mission, policies and procedures.
- Positively promote LRMN and its work.
- Undertake any other work as may be reasonably requested.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview processes for this post. Candidates are encouraged to answer the essential list below to the best of their ability.

Essential

- Minimum of 1 year (Advisor) or 2 years (Senior Advisor) of full-time experience of providing 1-1 specialist legal advice and information on housing and welfare benefits.
- Experience of working to strict deadlines and managing a heavy caseload.
- Experience of supporting asylum seekers, refugees and migrants.
- Knowledge/ experience of working in the not-for-profit sector.
- Understanding of key recent and upcoming changes on housing, benefits and other relevant legislations and the effects of these on our clients.
- Ability to work under pressure, to prioritise and meet deadlines.
- Excellent communication skills, both oral and written.
- Professional written advocacy skills within a legal environment.
- Excellent record keeping both paper based and electronically.
- Proven interpersonal skills.
- Ability to work effectively with our partners and other stakeholders to improve service provision.
- Ability to manage workload, work on own initiative and undertake peer reviews.
- An understanding and sensitivity to other cultures
- Ability to use IT effectively.

Desirable

- Experience of using Advice Pro or other case management system.

HOW TO APPLY

To apply for this role, please submit your CV and answer the applications questions on Charity Job.

LRMN is an equal opportunity employer and committed to safeguarding and fulfilling its duty of care to people working and volunteering in the organisation and to those we come into contact with.

The successful candidate will be required to complete a Basic DBS.

Deadline: 9am 17th September
Interviews: Week 23rd September

Got questions?

If you have any questions about the role, need this information in a different format, or need our application form in a different format, please reach out to Jorja-May Pitt at jorjamay.pitt@lrmn.org.uk.

LRMN.ORG.UK

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