

Immigration Advisor

Our mission:

“Bringing hope and transforming the lives of displaced people, one life at a time”

SUMMARY OF POST

To provide comprehensive immigration advice and assistance up to at least OISC Level 2 to individual clients, and immigration support to the wider organisation within CHARIS

Role reports to:	Operations Director
Working Hours:	15 – 30 hours per week, flexible, job share also considered
Location:	Hybrid/Remote/Taunton based all considered
Key internal relations:	CEO, Communications and External Affairs Director, Welcome Hubs Programme Manager, Taunton Centre Manager, Resettlement Workers, Trustees and Volunteers
Key external relations:	Home Office, other Government bodies, Somerset Council, other immigration legal companies and organisations, and other local/national refugee organisations and charities

MAIN DUTIES & RESPONSIBILITIES

Immigration Advice:

- Conduct in-depth consultations with clients to assess their immigration needs and eligibility
- Provide immigration advice for clients and actively manage the client process from start to finish
- Ensure all casework is in line with quality standards and deadlines are met
- Ensure full compliance with all legal and regulatory requirements, maintain up to date knowledge of the latest laws, regulations and guidance and advise CHARIS and clients on changes as appropriate
- Maintain accurate and organised client records, ensuring confidentiality and compliance with data protection
- Ensure clients are signposted or referred on for higher level immigration advice/legal support where required

- Assist CHARIS in setting up its immigration advice service, documentation, client handling process, quality standards and associated communications
- Deliver support and advice to CHARIS staff and volunteers on immigration related matters

General:

- Work with CHARIS resettlement workers on areas where other related problems are integral to the client's situation
- Liaise with government agencies, other partner organisations and relevant authorities on behalf of clients and CHARIS
- Assist with mentoring and training other nominated CHARIS staff in developing their immigration advice knowledge
- Ensure all work is conducted in line with CHARIS values, mission and policies and procedures, in particular with reference to Safeguarding, Health and Safety, Confidentiality and Data Protection
- Work as part of the wider team and contribute to the general resettlement support CHARIS offers
- Provide input to regular reports for Board of Trustees and report on all appropriate matters to the Operations Director

PERSONAL QUALITIES

This role is suited to someone who embodies and champions the values of CHARIS:

- We value people
- We respect difference
- We are compassionate
- We care about high quality resettlement
- We are a faith-based charity and seek to be inclusive
- We are pioneering and responsive

QUALIFICATIONS, SKILLS AND REQUIREMENTS

Qualifications and Skills

- Minimum level of accreditation required is OISC Level 2
- Significant experience in managing a case load of immigration advice for clients in a refugee or asylum situation
- Strongly aligned with CHARIS values

- Excellent ability to network, develop and maintain strong relationships internally and externally
- Organised and able to meet deadlines
- Exceptional communication skills, in writing and verbally
- Excellent initiator and self-starter, highly motivated
- Experience with working with volunteers helpful

Glossary of Abbreviations:

CEO – Chief Executive Officer

OISC – Office of the Immigration Services Commissioner