

# Job description

**Job title:** Immigration advisor

**Reports to:** Immigration Service Manager

**Salary:** £38,750 or £42,192 (with IAAS Supervising Senior Caseworker accreditation) plus benefits

**Contract:** permanent

## About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits.

Last year we helped over 1200 people including nearly 600 families and 230 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential; family support, legal advice, employment, education and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,600 children from Westminster are housed in temporary accommodation. Over 25% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 65 dedicated members of staff and around 45 volunteers.

## Team context:

This role reports to the Immigration Service Manager, who is a solicitor. There are 6 members of the team in total, including immigration advisors at L1-3, a Paralegal (currently on maternity leave) and an administrator. Alongside this, we have volunteers that support us with the operation of our service.

## About the role:

The centre is proud to provide highly skilled legal advice and representation to vulnerable clients across London at no cost to the individual. This is particularly important at a time where free or low cost advice is becoming harder to find. You will be working closely with a team to ensure that the centre is able to provide confidential OISC Level 2 and 3 advice and representation, whilst providing

support and training to colleagues working at Level 1. The centre holds a legal aid contract, and part of this role will be working on these cases. We work closely in partnership with a number of organisations, and you will play an active role in maintaining and developing relationships across the sector.

**Job description:**

1. To provide tailor made advice to individual clients working in partnership to assist them in problem solving and in engaging them in a process, to help them make informed choices about their future direction.
2. To be a point of contact within the Centre for all queries and questions relating to Immigration Advice, working closely with other teams to provide an integrated support package to the client.
3. If you have the IAAS senior caseworker accreditation, you will be the key advisor with regards to Legal Aid work, including prioritising Legal Aid cases and ensuring that Legal Aid is used whenever appropriate throughout the team.
4. To have the knowledge and experience of the appeals process to the First Tier Tribunal and Upper Tribunal (IAC)
5. Work to Office of Immigration Services Commission (OISC), Specialist Quality Mark (SQM) and Immigration and Asylum Accreditation (IAAS) standards.
6. Keep up to date of changes in law and policy relating to refugees, asylum seekers and migrants and promote understanding of the reasons why people seek sanctuary or migrate and to share key information across the Centre.
7. Report case outcomes against agreed standards and produce statistical information for management and funding purposes.
8. Maintain information on the client database in order to enable clients to gain timely access to support and legal services.
9. Maintain and develop relationships with partner organisations and act as a key contact point.
10. Managing your own caseload.
11. Undertaking training identified as beneficial and in agreement with your line manager towards CPD requirements.
12. Delivering core work flexibly and undertaking other duties as required including working occasional anti-social hours including evenings and weekends for which TOIL will be available.
13. Following centre's safeguarding procedures in line with regulatory requirements.

## Person specification

### Essential:

1. Accredited to work at OISC level 3.
2. Experience of providing advice and assistance under the Legal Help and Controlled Legal Representation Scheme.
3. Experience of preparing appeals at the FTT (IAC) and UT (IAC).
4. Up-to-date knowledge of UK Asylum and Immigration Law/procedures and an understanding of legislation that has an impact on migrants living and working in the UK.
5. Proven track record of providing quality casework and representation.
6. Ability to deliver a legal advice/representation service alongside colleagues providing holistic services to vulnerable/homeless client group.
7. Experience of working relationship with partner organisations.
8. Knowledge and understanding of equal opportunities and cultural diversity in the context of providing advice.
9. Excellent verbal and written communication skills.
10. Good knowledge of safeguarding procedures.
11. Good interpersonal skills and the ability to motivate vulnerable people.
12. A strong commitment to the Centre's mission, values and behaviours; a strong belief in the value of every individual.

### DESIRABLE:

- Experience of representing clients at the FTT (IAC) and UT (IAC)
- Accredited to do work at IAAS Supervising Senior Caseworker
- Experience of Judicial Review
- Knowledge of other languages in addition to English is an advantage.
- Any other legal qualifications or experience are an advantage.
- Knowledge and experience of the homelessness and welfare benefits system.
- Experience of working in a charity or organisation working with vulnerable people
- General knowledge and awareness of the issues around youth and family homelessness.
- Experience of working in a charity or organisation working with vulnerable people.

**Our people - we believe each person matters:**

**Our clients**

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

**We value every person; this is central to our work**

We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

**Our staff and volunteers**

Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's [website](#) has more about our work including our [approach](#), our [plans](#) and our [values](#) and behaviours.