JOB DESCRIPTION

Post:	Immigration Paralegal
Hours:	21 hours per week, Wednesday to Friday 9am-5pm.
Location:	Hybrid. Office within the Royal Courts of Justice in London at least 1 day per week, with the option of homeworking up to 2 days a week.
Responsible To:	Immigration Solicitor
Salary	£20,461 for 3 days (based on a full time salary of £34,103 per annum)
Contract	1 Year Fixed Term Contract

BACKGROUND

RCJ Advice, in collaboration with national Citizens Advice, runs a service which provides advice and support to staff and volunteers from local Citizens Advice organisations across England & Wales on immigration legal matters, enabling them to better support their clients. By supporting the local organisations, we can help build their confidence and knowledge to deal with level 1 queries themselves in the future.

We deliver this service through a national telephone helpline, providing advice and guidance on Level 1 and 2 queries. When an advice worker or volunteer is with the client, or after they've been with the client, they contact us with details of the case. We can either give advice there and then or do some research and come back to the adviser. In some instances where the matter is quite complicated, we will speak directly to the client.

This service is only for local Citizens Advice organisations in England & Wales and isn't open to the public.

At RCJ Advice, the team consists of two paralegals and one solicitor. Both paralegals work on the helpline most days. We also work with another local Citizens Advice who help run the helpline on Mondays and Tuesdays. And we work with national Citizens Advice who support us with file reviews and engaging with the national network.

Whilst the service is primarily there to deal with enquiries through a helpline, there will be an opportunity to support the Immigration Solicitor who takes on some of the more complex cases. In addition, there may be an opportunity to take on some actual casework under the supervision of the Immigration Solicitor.

And whilst we will expect you to come with some understanding of immigration law/rules, there will be lots of opportunity for ongoing training and development.

This post is subject to a DBS check.

DUTIES & RESPONSIBILITIES

JOB PURPOSE

1. Deliver daily phone consultancy to local Citizens Advice across England & Wales with immigration queries including advising their staff and volunteers - and sometimes their clients - with IAA level 1 and 2 queries.

2. Subject to demand on the helpline, undertake casework, supervised by the Immigration Solicitor, and support and contribute to more complex cases led by the Immigration solicitor.

CASEWORK DUTIES AND RESPONSIBILITIES

3. Provide one-to-one specialist advice (including immigration advice to IAA Level 2) and support to local Citizens Advice staff and volunteers - and their clients - primarily by phone, email, webchat and over MS Teams.

4. Ensure that all advice, assistance and support comply with our quality standards.

5. Participate in supervision and support provided by both RCJ advice and national Citizens Advice.

6. Where appropriate, provide thorough follow-up casework (including immigration casework) and support where appropriate by email, telephone and Teams.

7. Assist in evidencing the impact of the work done, including recording, monitoring and reporting against project targets.

8. Actively develop professional relationships and referral links with law centres and solicitors' firms and refer/signpost to other services & agencies as appropriate.

9. Attend and be an active participant at relevant forums and networks.

10. Support in the providing of management information, regular case studies and other detailed information & reports as required.

11. Ensure that work meets the relevant requirements and is delivered on time and to a high standard.

12. Ensure all contact with the local Citizens Advice staff or volunteer, or client, and any other action taken in respect of cases is recorded timely and accurately on attendance notes and Casebook.

13. Provide clear and accurate signposting, referrals and active referrals where possible and appropriate.

14. Undertake training and development to enhance knowledge and service standards.

15. Participate in regular 1-1s, appraisals, file reviews, casework supervision, and peer discussions as needed.

This list is not exhaustive and there may be other duties as reasonably required.

PERSON SPECIFICATION

1. At least 12 months' experience in delivering immigration information or advice, ideally by telephone

2. Level 1 IAA and ideally working towards Level 2

3. Working knowledge of the Immigration Rules, particularly Appendix FM (family and private life applications), EUSS and British nationality.

4. Understanding of First tier and Upper Tribunal appeal procedures

5. An understanding of and commitment to professional advice standards including conflict of interest and client confidentiality.

6. Excellent written and verbal communication skills

7. Good interpersonal skills and ability to work well in a team and maintain effective working relations with other teams

8. Excellent ability to research and analyse complex information and communicate this clearly.

9. Excellent organisational and prioritisation skills

10. Ability to use own initiative but know when to seek guidance

11. Ability and willingness to learn new skills quickly and adopt a flexible and collaborative approach to tasks;

12. A commitment to the organisation's policies, including Equality and Diversity

13. Excellent IT skills (Microsoft Office) and document management skills