

APPLICATION PACK

JOB DESCRIPTION

PLEASE READ PAGE 1 OF THE GUIDANCE NOTES FOR MORE INFORMATION ABOUT THIS DOCUMENT

Job Title: Immigration Supervisor (0.6 FTE)

Reporting to: Executive Director

Location: St Pauls Advice Centre (SPAC) Bristol

Main Purpose:

Reporting to the Executive Director, the Immigration Supervisor will be responsible for supporting and supervising the immigration team, assist in the delivery, co-ordination and development of high quality advice and casework services, and provide specialist immigration and asylum advice and casework for individual clients.

The Immigration Supervisor is also responsible for the delivery of SPAC's free, independent specialist immigration advice, advocacy and representation services.

**Responsibilities:
Support and
supervision**

- Line management of designated advisers and trainees including the provision of formal and informal supervision, and appraisal.
- Undertake independent file reviews and otherwise ensure that all casework is compliant with SPAC policy, procedure and relevant quality standards.
- Act as a resource for advisers concerning advice procedure, best practice and specialist level benefits advice.
- Organise and coordinate adviser training, meetings and other events where appropriate.
- Assist in recruiting, inducting and training advice staff

**Responsibilities:
Advice and
casework**

- Provide specialist immigration advice at OISC level 2 or higher to SPAC clients in accordance with SPAC policy, procedure and relevant quality standards.
- Manage a caseload of clients and provide accurate legal advice and assistance related to their immigration issues.
- Manage and participate in running drop-in and outreach sessions, advising clients on a variety of immigration issues.
- Manage referrals and appointments with clients

- Ensure clients are kept regularly updated and given accurate and detailed advice face to face and in writing
- Liaise with the Home Office and other relevant professionals and departments about clients' immigration matters
- Deliver advice sessions and appointments in the advice centre and other locations, including providing telephone assistance.
- Ensure all advice and casework complies with the requirements of the OISC and SPAC's Office Manual.
- Manage and maintain competencies associated with OISC registration at the appropriate level for the individual and organisation.
- Maintain accurate and up-to-date records on each case.
- Keep up-to-date with relevant legislation, policies and practices.
- Contribute to SPAC's monitoring, advocacy, and campaigning efforts.
- Assist in ensuring the delivery of SPAC advice services to funding or contract targets and providing cover for advice sessions where needed.

Other responsibilities

- Engage in line management, supervision and annual performance appraisal with the Immigration Supervisor.
- Work as a member of a team, give and receive support, and work considerately and co-operatively with other team members.
- Comply with the Centre's Equal Opportunities policy and work in an anti-discriminatory/non-judgemental manner.
- Attend and represent SPAC at internal and external meetings/events.
- Undertake relevant statutory and personal development training.
- Carry out all such other duties appropriate to the post as required.

Salary, Working hours & Benefits:

- Salary: £21,674.40 actual (£36,124 full time equivalent NJC 26)
- Support to take OISC exams and register with OISC if applicable.
- Permanent contract.
- Working hours: 21 hours per week.
- Annual Leave: 30 days per year (pro-rata)
- Extra 3 days annual leave between Christmas & New Year
- Pension Scheme: 5% employer's contribution