

OISC Level 2 Immigration Advisor – Hospital and health settings (Mental Health) – Job Description

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| Responsible to | Senior Caseworker and Supervisor |
| Location | Hybrid (Home working, office in E2 & hospital and community-based locations in East London) |
| Contract | Fixed Term up to 31 st March 2026 (with possibility of extension) |
| Hours | Full time |
| Salary | NJC 24 - 25: £38,499 - £39,420 inclusive of London Weighting |

About us: Praxis is a charity for migrants and refugees. Our direct services support people in London, and our training and campaign work has national and international impact. Our core purpose is to help migrants in crisis or at risk, ensuring they can live in safety, overcome the barriers they face, and take control of their destinies. From our East London base, we strive for a world where people are not defined by their immigration status and everyone is treated with dignity and respect.

Purpose of the role:

This role will provide immigration advice and casework to destitute migrants receiving support and treatment from East London NHS Foundation Mental Health Services Trust (ELFT). This project is delivered in partnership with ELFT. Referrals to the project will come from selected hospitals and other health services across East London, as provided by ELFT. As part of this project, we will provide training and 2nd tier advice to these teams.

The project aims to build on existing partnership work with other NHS services at Praxis, which provides casework and advice directly to patients, as well as training and second-tier advice for healthcare professionals working with migrants. This post will allow for in-depth immigration advice and casework to be undertaken with patients at risk of homelessness, with the aim of supporting them in regularising their immigration status.

The post holder will provide one-to-one specialist immigration advice, casework and practical support to migrant and refugee clients. Advice will be provided for patients with a wide range of immigration advice and support issues, alongside complex health needs. The service is delivered through a mixture of channels, including telephone, digital, face-to-face and hybrid working. This role will likely involve significant amounts of outreach work to provide advice in the community and within health services, and collaboration and a high level of engagement with those health teams will be essential to maximise support.

The post holder will need to be able to step immediately into a busy advice environment with the

necessary confidence, skills and knowledge to deliver specialist advice, casework and support with minimal supervision.

Relationships:

Reports to the Advice coordinator, works closely with the advice colleagues from different services and the relevant health services providers. Line management of volunteers allocated to the project.

Key responsibilities:

Service Delivery

- Provide one-to-one specialist advice (including immigration advice to OISC L2) and support to destitute patients with immigration issues;
- Provide thorough follow-up casework (including immigration casework) and support where appropriate;
- Manage own caseload, keeping clear, accurate and timely records of all work done;
- Provide appropriate signposting, referrals and active referrals where possible and appropriate;
- Actively develop professional relationships and referral links with law centres and solicitors' firms, and refer/signpost clients to other services and agencies as appropriate;
- Make full use of a range of technology to engage with clients remotely, whilst providing outreach where necessary.
- Attend and contribute to relevant fora and networks (virtual and actual) as necessary.

Capacity Building

- To develop and deliver training to NHS staff on barriers and risks faced by homeless migrants and those with NRPF.
- Create and maintain effective partnerships to undertake joint work with hospital teams, voluntary organisations, law firms, public bodies, etc.
- Provide second tier advice to NHS staff.

Casework management and monitoring

- Manage your own caseload, keeping clear, accurate and timely records of all work done;
- Produce reports for funders and internal reports;
- Assist in evidencing the impact of work done, including recording detailed and clear case notes on our database, monitoring outcomes against project targets;
- Contribute to the provision of management information, regular case studies and other detailed information and reports as required;
- Ensure that work is monitored and evaluated and quality assured to meet internal and external requirements;
- Carry out administrative tasks (filing, expenses, petty cash etc.) to support your own work and that of the team;
- Peer to peer casework supervision as required.

Development and participation

- Participate fully in individual supervision, training, reflective practice and appraisal;
- Attend regular team meetings and participate in other advice and staff team commitments and meetings as necessary;
- Work with colleagues in Praxis to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants;
- Attend training and share learning and good practice with other Praxis staff;
- To contribute to the development of Praxis training programme and facilitate trainings, workshops or other capacity building activities.
- Participate in Praxis' events, away days, and contribute to publicity work, strategic development and advocacy where appropriate;
- Contribute evidence and case studies for funding applications and reports as necessary.

Working with volunteers

- Manage and supervise the casework of advice volunteers/interns (including those who are registered with OISC and require OISC supervision and file review).

Take on other duties consistent with the nature of the post and that may arise as the service develops.

PERSON SPECIFICATION

When completing your cover letter, please ensure that you respond to each numbered requirement marked 'A' as this is what will be assessed and scored for shortlisting. If you do not tell us clearly how you meet the requirement, we will not be able to give you a score for it.

A = Application form

I = Interview

| Person Specification | Essential or Desirable | Assessment Method |
|---|------------------------|-------------------|
| Education and qualifications | | |
| 1. Accreditation at OISC Level 2 (Asylum & Immigration) (or higher) | E | A |
| Experience | | |
| 2. Minimum 6 months experience providing immigration advice and casework (up to OISC Level 2) | E | A |
| 3. Experience providing generalist advice and support (benefits, housing etc.) | E | A+I |
| 4. Experience of frontline working in the voluntary or community sector providing services to clients at risk | E | A+I |
| Knowledge | | |

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|--|---|-------|
| 5. Good understanding of general immigration issues affecting asylum seekers and migrants and of the key statutory bodies in the UK involved in the asylum determination process | E | A+I |
| 6. Knowledge of the legal aid framework for onward referrals and project development purposes | E | A |
| 7. Insight into the needs, experiences and hopes of vulnerable undocumented migrants and/or those with No Recourse to Public Funds and the difficulties they face navigating systems. | E | A +I |
| 8. Insight in to the difficulties faced by those who have experienced homelessness and/or complex needs, including those who have slept rough. | E | I |
| 9. Good awareness of HO policies relating to gender, LGBTI issues, domestic violence and trafficking | E | I |
| Skills | | |
| 10. Ability to represent Praxis at different levels and build relationships with different stake holders and other legal professionals. | E | A + I |
| | D | A + I |
| 11. Ability to step into pressurized advice environment and provide high-quality advice and follow-up casework with minimal supervision. | E | A + I |
| 12. Ability to deliver training in-house and to external partners. | E | A + I |
| 13. A flexible and creative approach to developing legal advice provision for hard to reach groups. | E | A + I |
| 14. High level of spoken and written English and the ability to write reports/casestudies, applications and representations, and analyse complex information and communicate it effectively. | E | A + I |
| | E | A+I |
| 15. Ability to monitor and report against project targets and communicate effectively with funders and stakeholders. | E | A+I |
| 16. Ability to train, support and supervise volunteer team members, junior colleagues and work in partnership with interpreters. | E | A+I |
| 17. Excellent online research and analytical skills in order to research case law and country of origin information. | E | A+I |
| | E | A+I |
| 18. Ability to use standard client and case management databases and ability to adapt quickly to new software | D | |
| 19. Ability to manage referrals inbox and appropriately allocate and prioritise for casework and second-tier advice | | |
| Other | | |

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| 20. Ability to plan and manage your own workload | E | I |
| 21. Commitment to uphold the values, aims and policies of Praxis Community Projects in every aspect of your work. | E | I |
| 22. Understanding of and commitment to the principles of confidentiality, impartiality, non-directive advice, and equality of opportunity | E | I |
| 23. Ability to speak a community language | D | I |