



A positive future for EU and Ukrainian citizens in the UK

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Charitable Incorporated Organisation regulated  
by the Charity Commission (1184580) and  
Scottish Charity Regulator (SCO52326).  
Accredited by OISC (N201900057).

Job title: **Roma Advice and Development Officer**

Reporting to: Service Manager (England)

Duration: Part time, for between 14 to 21 hours a week for 12 months.

Location: Hybrid: remote working, with regular travel around Kent and London, and occasional team meetings in wider UK.

### **About Settled**

Settled is a charity founded in 2019 to ensure that EEA and Swiss citizens who previously made a home in the UK could retain and exercise their rights here following the UK's exit from the EU. Our work includes helping EU citizens and their families to secure their immigration status under the EU Settlement Scheme and supporting them to exercise their rights to live, work, access services, join family and travel freely in and out of the UK. We have a particular focus on the needs of vulnerable groups such as children, the elderly, Roma communities and victims of trafficking. In early 2022 our work expanded to include a new pre- and post- arrival advice service for people coming to the UK from Ukraine.

Settled provides information, advice and support services throughout the UK via multi-lingual telephone helplines and online forums, and in person. It is registered to give immigration advice at OISC Level 3. A small staff team co-ordinates a multidisciplinary network of 100+ volunteers of different nationalities and languages.

For the period 2022-2025 Settled will pursue these four strategic themes:

SECURE STATUS

FAIR ACCESS & INCLUSION

CITIZENS AND THEIR FAMILIES PROTECTED

PART OF EUROPE'S FUTURE

And achieve results through:

Well-informed analysis and responsive plans  
Respected multi-lingual information, advice and support services  
Strong teams of staff and volunteers  
Influential relationships regionally, nationally and with the EU  
Excellent communications  
Positive funder relationships

## **Job Description**

### **Main purpose of post**

To ensure that Roma EU citizens in Kent and South London secure their immigration status under the EU Settlement Scheme and understand and access the rights and services which come with that status. To do this by providing remote and in-person advice and by building relationships with community organisations.

This is a new post and the postholder will be expected to meet requirements and demonstrate results as agreed with the funder. These include ensuring production of a short video for young Roma.

### **Specific tasks for this post**

#### ***Remote and face-to-face advice***

1. Provide good-quality immigration advice to Roma EU citizens (and to other EU citizens as needed) on topics related to the EU Settlement Scheme e.g. making late applications, transferring from pre-settled to settled status, joining family members, and managing online immigration status.
2. Provide good-quality advice on related rights in the UK e.g. welfare benefits, employment, housing, and NHS care.
3. Deliver advice remotely via multilingual Facebook forums, phone and email.
4. Deliver advice face to face advice for Roma individuals and families in London and Kent who are isolated and vulnerable, collaborating with partners to use their community centres and other innovative solutions. Promote safeguarding and encourage skills that can improve independence.

#### ***Development***

1. Proactively identify, reach and engage Roma communities and organisations that support them including Roma Support Group, Salvation Army and other cultural centres, churches and online forums.

- Increase awareness of Settled as a trusted provider of advice on the EU Settlement Scheme and associated rights support and encourage referrals.
- Contribute to training sessions for community partners.
- Produce a video for young Roma about their immigration status and associated rights, that they can use to explain to other family members. Depending on your skills, either produce the video entirely or supervise its production by an external video-maker.

### ***Case-recording and monitoring***

1. Follow good case management principles and ensure all advice is recorded on our Charitylog database thoroughly, accurately, promptly and securely, in line with obligations to OISC and GDPR regulations. Ensure volunteers comply with this requirement and support them to resolve any difficulties.
2. Continually review emerging needs identified through our services and through intelligence gathered by volunteers and local communities. Continually refine services to improve standards and efficiency, address priority needs, and ensure relevance.

### ***Volunteer management and supervision***

1. In conjunction with the Services Manager, delegate and supervise aspects of service delivery to volunteers as necessary and contribute to volunteer training. Abide by processes for managing volunteers effectively when delivering services in different languages.
2. Ensure that volunteers understand when to seek your expert advice, and when and how to refer to other staff or external organisations for help.

### **Standard tasks for all posts**

1. Develop and maintain suitable record-keeping for your area of responsibility covering activities delivered, outcomes achieved and feedback. Analyse results, produce reports for internal monitoring and for funders and plan for greater impact.
2. Ensure that you have sufficient technology to carry out your responsibilities, collaborating with Settled's IT support contractor as needed.
3. Manage expenditure for your area of responsibility in accordance with Settled's financial management policies and ensure reasonable care is taken of Settled equipment.
4. Follow good practice guidelines on volunteer management and retention, including risk management. Foster a culture of respect and teamwork between volunteers and staff.

5. Maintain good relations with other related organisations and professional networks. Be an ambassador for Settled, helping to communicate its achievements and vision to a wider audience. Share learning from Settled's services, taking appropriate account of confidentiality and respect for clients.
6. Be alert to new funding opportunities that can sustain Settled's work and report these to other members of the team.
7. Work supportively within a busy staff team, participate in internal meetings and planning processes and contribute to organisational development. Attend Settled's annual general meeting. Undertake ad hoc tasks compatible with the role in order to ensure the smooth running of the service and the organisation.

## **Person Specification**

### **Professional knowledge, skills and experience**

1. Fluent spoken and written Romanian, with knowledge of Romanes language an advantage.
2. Experience of reaching out to and providing advice and support to vulnerable clients including young people. Adherence to safeguarding policies.
3. Ability to learn and absorb complex information about immigration and social welfare regulations, to give quality advice. Holds OISC L1 EUSS accreditation or able to quickly acquire it.
4. Understanding of issues facing EU citizens and the services available to them; and willingness to learn. Understands the experiences of Roma people in the UK.
5. Service management ability sufficient to manage online, phone and face-to-face services in different locations, tailored according to needs.
6. Understanding of the complexities of managing services in a range of languages.
7. Knowledge of good practice in volunteer management, with sufficient expertise to motivate and co-ordinate a multi-disciplinary volunteer team, share workloads and delegate effectively.
8. Drive to reach out to isolated and vulnerable EU citizens and related stakeholders, and provide services in community venues.
9. Ability to record and analyse data and sharing learning, taking appropriate account of confidentiality and GDPR requirements.
10. Ability to work remotely and to travel throughout the UK.
11. Ability to work remotely, using online tools and work with IT support as needed.

### **Personal skills/qualities**

1. Demonstrably strong interpersonal, networking and collaboration skills. Able to build external relationships with diverse people and work at different levels. Enjoys "getting out and about".

2. Honesty, integrity and good listening skills. Commitment to working ethically and sensitively with beneficiaries, volunteers and supporters.
3. Welcoming, positive, proactive and well-organised. Able to work independently to prioritise tasks and resolve problems.
4. Ability to set and achieve goals within agreed timescales. Flexibility to vary working hours, on occasion, in order to respond to deadlines or opportunities. Resilience under pressure.
5. Ability to work supportively and effectively in a national charity with a busy team of staff and volunteers. Commitment to equal opportunities.

June 2024