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

**A positive future for EU and Ukrainian citizens in the UK**

Job title: **Advice and Development Officer (Scotland)**

Reporting to: Immigration Manager (Scotland)

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

Location: Hybrid: remote working, with regular travel around Scotland, 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 EU citizens in Scotland, especially but not only those who are homeless, 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 facilitating referrals to Settled's senior immigration advisers. Build relationships with a range of organisations and contribute to inter-agency planning and innovation.

This is a new post and the postholder will be expected to meet requirements and demonstrate results as agreed with the funder.

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

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

1. Provide good-quality immigration advice to EU citizens 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. Facilitate referrals of cases requiring higher level immigration advice to Settled's senior immigration advisers for Scotland, and provide casework support in such cases.
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 face to face advice for EU citizens and their families in Scotland who are isolated, vulnerable or homeless, collaborating with partners to use their community centres and other innovative solutions. Promote safeguarding and encourage skills that can improve independence.
5. Participate in the production of simple written guidance (e.g. leaflets and web-content) so that the most capable clients can resolve their own difficulties.

Similarly, produce information for other sections of society to ensure EU citizens can access their entitlements.

### ***Development***

1. Proactively identify, reach and engage EU citizens in Scotland and organisations that support them including Citizens Rights Project, the Simon Community, the Fair Way Scotland network, local authorities and other statutory bodies, cultural centres and online forums.
2. Foster positive working relationships. Build Settled's reputation as a trusted provider of advice on the EU Settlement Scheme and associated rights and increase awareness and accessibility for all our services.
3. Establish in-coming and out-going referral pathways.
4. Increase the number of centres where Settled can provide face to face advice.
5. Exchange information and contribute knowledge and skills to enhance local provision. Contribute to inter-agency planning and innovation, to address needs and improve services.

### ***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. Knowledge of an Eastern European language an advantage.
2. Experience of reaching out to and providing advice and support to vulnerable clients. 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.
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, vulnerable or homeless 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.

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