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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 Outreach Officer (North Wales)
Reporting to:	Advice and Outreach Officer (Wales)
Duration:	35 hours a week for 12 months with possibility of extension. Full time.
Location:	Working remotely from home, with regular travel around North Wales, 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 North Wales secure their immigration status under the EU Settlement Scheme and understand and access the rights and services which come with that status.

To reach out and build diverse partnerships throughout all parts of North Wales so that the most isolated and vulnerable EU citizens receive good quality information and advice services. To expand provision of new face to face advice services in community venues.

This is a new post funded by the Welsh Government and the postholder will be expected to meet requirements and demonstrate results as agreed with the Welsh Government. Historically, North Wales has had less immigration advice provision than South Wales so this role is part of an important effort to address this imbalance and provide the EU communities of North Wales with a more accessible service.

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.

2. Establish a number of locations in North Wales where Settled provides face to face advice, collaborating with partners to use their community centres and other innovative solutions.
3. Deliver advice face to face advice for individuals and families who are isolated and vulnerable, including but limited to, the Roma community. Promote safeguarding and encourage skills that can improve independence.
4. Provide good-quality advice to EU citizens on related rights in the UK e.g. welfare benefits, employment, housing, and NHS care.
5. Deliver advice remotely via multilingual Facebook forums, phone and email contributing to our national services.

Outreach

1. Proactively identify, reach, and engage stakeholders, including:
 - Grassroots communities of EU citizens: cultural centres, churches, online forums etc.
 - Experts in the voluntary and legal sectors across Wales.
 - Statutory organisations including representatives of the Home Office and the Department for Work and Pensions and local authority housing and community cohesion officers.
 - Organisers of events aimed at marginalised groups.
2. Foster positive working relationships in order to reach the most isolated and vulnerable EU citizens and engage them in Settled's services. Gaining their trust through delivering a quality service that obtains positive outcomes.
3. Increase the number of accessible community-based outreach sessions where Settled can provide face-to-face advice.

Partnership working

1. Form strong working relationships with national and community based partner organisations across Wales involved in the migration sector.
2. Seek to develop meaningful opportunities for collaboration between Settled and partner organisations.
3. Foster closer relationships with local authorities in North Wales with large EU communities, specifically Wrexham and Flintshire.

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 the Welsh Government 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 Outreach and Volunteer Officer, 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. Participate in the recruitment of volunteers based in North Wales to assist in the provision of Settled's services. Either as volunteer advisers or in another one of Settled's volunteer roles.
3. Ensure that volunteers understand the importance of data gathering for Settled and keep volunteer records up to date. 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. Drive to reach out to isolated and vulnerable EU citizens and related stakeholders and develop new services in community venues. Adherence to safeguarding policies.
2. Experience of working with vulnerable individuals and of conducting oneself professionally in the face of challenging client behaviour or situations.
3. Ability to learn and absorb complex information pertaining to immigration and social welfare regulations to give quality advice.
4. Understanding of issues facing EU citizens in North Wales and elsewhere in the UK, 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. Ability to record and analyse data and sharing learning, taking appropriate account of confidentiality and GDPR requirements.
9. Ability to travel throughout all parts of North Wales, and occasionally to South Wales to visit the Newport office and other cities in the UK.
10. 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.

Desirable criteria

1. The ability to speak Polish or another EU language.

August 2024