



ENTRAIDE

Three Trees Community Centre
Heddingham
Grove Birmingham,
B37 7TP

Tel: 01217881087 Mobile: 07948602313

Email:

info@entraideuk.org.uk

Web: www.entraideuk.org.uk

JOB DESCRIPTION

Terms of employment:

Title:	Refugee and Migrant Adviser
Responsible to:	Service Manager
Responsible for:	Managing a caseload of refugees, asylum seekers and vulnerable migrants; supporting volunteers; and contributing to the effective delivery of the Refugee and Migrant Support Service.
Base:	Entraide offices in Chelmsley Wood and Solihull
Salary:	£26,780 per annum
Benefits:	Pension contribution up to 5% of total salary
Holiday entitlement:	25 days plus statutory bank holidays.
Type of Contract:	Fixed-term contract for 12 months, with the possibility of extension subject to funding and organisational requirements.
Probation Period:	6 months
Hours of work:	Full-time- 37 hours per week (Monday to Friday)
Requirements:	This post is subject to an Enhanced DBS check, satisfactory references, and relevant pre-employment checks.

About Us

Entraide is a well-established charity based in North Solihull which works alongside asylum seekers, refugees, and vulnerable migrants to facilitate their integration into society. We are currently the main refugee specialist organisation in Solihull, providing support to around 400 clients a year. We are regulated by the Immigration Advice Authority (IAA) to provide advice at Level 1 Immigration and Level 2 Asylum & Protection. We provide one-to-one specialist advice, casework, and practical support to migrants and refugees in Solihull and the surrounding area. Our current activities/projects:

Casework providing tailored support on a wide range of issues, including IAA Level 2 immigration advice to asylum seekers, refugees and other vulnerable migrants.

Support to Ukrainian refugees and their hosts: working with Solihull Council and other agencies to support Ukrainian families resettled in the borough through the Homes for Ukraine Scheme

Befriending, Family & Children Activities through which we offer leisure activities, support and companionship to refugees and asylum seekers who have experienced loss and trauma and are attempting to rebuild their lives in the UK.

About the role

We are seeking to recruit a Refugee and Migrant Adviser to provide advice, practical support, advocacy and casework to asylum seekers, refugees and other vulnerable migrants in Solihull and the surrounding area.

The role involves working with individuals and families facing a range of challenges, including immigration, housing, welfare benefits, healthcare, education and employment issues. The Adviser will work closely with colleagues, volunteers

and partner agencies to help service users access the support they need and reduce the risk of homelessness, destitution and social exclusion.

The successful candidate will be highly motivated, compassionate and committed to supporting refugees and migrants to rebuild their lives and integrate successfully into their communities.

Job Purpose

To provide high-quality advice, advocacy, casework and practical support to refugees, asylum seekers and other vulnerable migrants, enabling them to access their rights, entitlements and essential services. The postholder will work to promote independence, improve well-being, prevent homelessness and destitution, and support the successful integration of individuals and families into their local communities.

Main Duties and Key Responsibilities:

You will be working under the supervision of the Service Manager. However, you will be expected to perform most of the duties outlined below independently and in a team. These include:

1. Running our drop-in and outreach service together with colleagues and volunteers, providing one-to-one advice and practical support to individuals and families, assisting with phone calls, the completion of forms and taking practical resources, etc
2. Undertaking outreach visits to asylum seekers, refugees and other vulnerable migrants– undertaking initial assessments and providing advice, support and signposting as necessary.
3. To provide professional and effective advice and guidance to a broad range of
Entraide service users in particular welfare benefits, housing, health and other generalist advice areas
4. Responding to emergencies and crises such as new arrivals and evacuations
5. If/when qualified, providing immigration advice in line with our registration with the Immigration Advice Authority (IAA)
6. Workload management of clients who require specialist advice and support, ensuring that cases are progressed effectively and closed in agreement with the client once identified issues have been resolved.
7. Ensuring all details on visits and contact with clients are recorded in our database and consent is always obtained.
8. To assist/support the team and the management to meet the needs of the beneficiaries and achieve targets in line with funders' requirements.
9. To ensure that safeguarding concerns are identified and responded to appropriately.
10. To offer support and supervision to volunteers and contribute to learning opportunities to ensure that volunteers have the skills and knowledge required for the role and are aware of and operate within policies and procedures.
11. To continuously build knowledge and understanding of client needs and factors that can impact on an individual's ability to access relevant services and support.
12. To keep up to date with changes in government policy, legislation and service provision that may affect the signposting, information, advice, and support needs of our clients.
13. To build knowledge of relevant internal and external services, contributing to internal service directories.

14. To create links and work effectively with Entraide colleagues and relevant third-party services to assist our clients in meeting immediate needs and access all entitled support in a timely and appropriate manner.
15. To work with colleagues to ensure that issues affecting our clients are identified, shared, and progressed through appropriate avenues to influence change.
16. To attend role-related training and workshops and contribute to the development of the service.
17. To represent Entraide internally and externally at partnership frontline meetings for best practice.
18. Referring and signposting service users to specialists' support services and other activities internally and externally.
19. To maintain professional boundaries, impartiality, and confidentiality always.
20. To keep appropriate, accurate and up-to-date records in the agreed format on the main database on time.
21. To develop positive and effective working relationships with the Service Manager and colleagues, including attending and contributing to meetings.
22. Adhere to Safeguarding, Code of Conduct, Lone Working policies, and other legislation in relation to work.
23. Adhere to the Data Protection policy and maintain a high level of confidentiality.
24. To carry out all work in line with the organisational policies and procedures.
25. To carry out any other reasonable tasks commensurate with the role to meet the needs of the organisation and service users

Equalities and Diversity

1. To provide services with due regard for equality and meeting the needs of all potential and actual service users.
2. To gain an understanding of different perspectives to work effectively with people from all walks of life.
3. To work with respect and tolerance for all colleagues, service users, and to value diversity and difference

Health & Safety

The post holder is responsible for:

1. Cooperating with Entraide in delivering all legal responsibilities in respect of your own and your colleagues', service users' and visitors' health and safety whilst at work.
2. Adhering to and familiarising themselves with Health & Safety Policy and procedures.
3. Carrying out individual risk assessments to ensure that you do not expose yourself or others to unnecessary hazards in the workplace.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

This is primarily an office-based role. Subject to operational requirements and the agreement of the Service Manager, the postholder may be permitted to work from home for up to one day per week.

Equal Opportunities Statement

We welcome and encourage applications from people of all backgrounds and pride ourselves on having a diverse workforce. As part of its recruitment policy, Entraide intends to ensure that no prospective or actual employee is discriminated against based on race, sex, nationality, marital status, sexual orientation, gender identity, employment status, class, disability, age, religious belief, or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

Applications from people with lived experience of the asylum system or migration to the UK are strongly encouraged.

Person Specifications

The successful candidate will have excellent interpersonal and communication skills, including cultural sensitivity and the ability to quickly build positive relationships. The post-holder will have the following qualifications, skills, and experience:

Qualifications

Highly Desirable

1. Educated to UK degree level or relevant/equivalent experience.
2. Immigration Advice Authority (IAA) Level 1 qualification (or willingness to obtain this qualification within an agreed timescale).

Experience Essential

1. A breadth of experience in providing casework, advice, information, and advocacy services for refugees and people seeking asylum in the UK, including assessment, action planning and case management.
2. Experience of delivering casework with vulnerable service users
3. Experience of supporting and supervising volunteers in client-facing service delivery.
4. Experience of providing advice, casework, and advocacy services for people in the “move on period” following an immigration status grant.
5. Experience of cross-agency partnership and collaborative working
6. Experience of supporting vulnerable children and adults in accessing services
7. 7. Experience of working as part of a team in a fast-paced environment.
8. Experience of working with individuals presenting homelessness, destitution, and those with limited English language skills.

Desirable

9. Advice-related qualifications, e.g. IAA level 1 Asylum & Protection.

Knowledge, skills, and abilities **Essential**

1. An understanding of the advice and support needs of asylum seekers and newly granted refugees in the UK, and a working knowledge of responding to them.
2. A good knowledge of the UK immigration system relating to refugees, the asylum support system, and a willingness to keep up to date with changes.
3. A good knowledge of statutory and community support services available to refugees and people seeking asylum in the UK.
4. The ability to establish good working relationships with colleagues and external stakeholders.
5. The ability to ensure services are delivered in an accessible, impartial, and confidential manner.
6. A good knowledge of mainstream welfare, asylum support systems and housing legislation affecting vulnerable adults.
7. Knowledge of the rights and entitlements of asylum seekers, refugees, and the roles of statutory and non-statutory agencies

8. Excellent written and verbal communication skills, sufficient to communicate accurately and clearly with a range of audiences in writing and over the phone, utilising interpreters professionally and effectively.
9. Excellent listening skills and the ability to empathise as well as establish boundaries.
10. Ability to provide sensitive, safe, and empowering support to people in vulnerable situations.
11. The ability to plan, manage and prioritise workload, and to meet targets.
12. To have a flexible and creative approach, a commitment to continuous service improvement and a willingness to adapt to changing needs.
13. Knowledge of IT systems; Ability to use office, email, and internet, and ability to use MS Teams and Zoom in the role.
14. An understanding of the importance of data protection, IT security, word processing, database & spreadsheet packages.
15. An understanding of and commitment to Equal Opportunities in direct service provision.

Highly Desirable

1. Lived experiences of being a refugee.
2. A willingness to train for and obtain IAA level 1 Asylum and Protection.
3. Flexible approach to working patterns and duties.

Personal Attributes

Essential

1. The ability to effectively manage your own workload, setting medium- and long-term plans and objectives.
2. Commitment to anti-oppressive and anti- discriminatory practice.
3. Driven and willing to make a difference in beneficiaries' lives.
4. Commitment to follow directions and policies.
5. A self-starter with a positive can-do attitude.
6. Adopt a friendly, supportive, and approachable attitude.

Other:

Desirable

1. Car owner/driver or ability and willingness to travel across Birmingham and Solihull to various sites and locations.

Safeguarding Statement

Entraide is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, volunteers and trustees to share this commitment.

This post is subject to an Enhanced DBS check, satisfactory references and relevant pre-employment checks.

To apply: Please complete our application form and send it to: info@entraideuk.org.uk.

Application deadline: 19/10/2026 at 11:59 pm.

Please note: Interviews will be organised on a rolling basis, and we will close this advertisement as soon as we have appointed a suitable candidate, so please don't delay applying if you think that you are the right candidate for this role.