

Job Title: KIND UK Triage Supervisor

Reports to: National Coordinator, KIND UK

Location: Anywhere in the UK (with an option to work from offices in Coventry or Birmingham)

Duration: Fixed term until June 30th, 2025 with a possibility of extension

Hours: Part-time, 15 hours per week

Salary: From £30,909 to £35,244 (pro-rata, depending on experience)

Purpose:

Kids in Need of Defense UK is a collaboration between four award-winning, UK based not for profits that specialise in children's immigration and asylum law. We partner with lawyers and law firms across the UK to provide the highest quality legal advice and representation for free to undocumented children and young people. Central England Law Centre (CELC) is the UK's Largest Law Centre and the lead partner in the KIND UK collaboration. The successful candidate will be working with Central England Law Centre on the KIND UK project.

This is a key role for which we're seeking a suitably qualified and experienced immigration adviser. They will be responsible for providing an excellent frontline service to KIND UK clients.

The successful candidate will be subject to an enhanced DBS check.

Responsibilities

Working alongside other members of the KIND Team, the Triage Supervisor will:

- Assess referrals which have been flagged for legal advice by KIND UK administrators, for merit and suitability for the KIND UK project
- Assess and agree the appropriate level of service, making the initial triaging decision on referrals
- Provide internal legal advice on referrals with legal complexities
- Provide one-off advice to prospective clients via telephone and/or email, where appropriate
- Make onward referrals to other suitable immigration advisers and other services, where appropriate

- Supervise paralegals conducting initial factual (telephone) interviews to collect further information
- Maintain detailed and accurate records on the case management system of information received, advice given, and actions taken
- Ensure information recorded on the case management system to allow colleagues and other project participants to begin work when a case is opened

General

- Demonstrate commitment to the vision, mission and aims of Central England Law Centre and Kind UK
- Abide by policies and procedures as set out in the office manual and staff handbook
- Attend team meetings and CELC away days as required Represent KIND UK externally as necessary
- Any other task reasonably required within the context of this post

Essential

- OISC L3 or admitted as a solicitor or barrister in the UK or equivalent right to give immigration advice
- Significant post-qualification experience in child, young person and adult immigration and nationality law
- Broad and confident knowledge of UK immigration and nationality law and policy
- Experienced and confident in making independent and swift decisions on legal issues in immigration and nationality law
- Excellent oral and written communication skills
- Excellent organisational skills with the ability to organise and prioritise workload, ensuring excellent service to your team and clients at all times
- Ability to get on with people, be polite under pressure and to work co-operatively as part of a team
- Comfortable working in a geographically dispersed team*
- Experience of using Microsoft Word, Excel, Outlook & Sharepoint

Desirable

- Experience of working in a triage function
- Experience of working with vulnerable clients
- Experience of working with social workers and other children's services professionals

*The majority of KIND UK team members work from home. Should a candidate be keen to work from an office, space is available within the Central England Law Centre Offices in Coventry and Birmingham.

To apply for the post you will need to provide

- A completed KIND UK Triage Supervisor form (link on our website)
- An up-to-date CV which should include the names and addresses of your referees
- A covering letter of no more than two sides of A4 which should include:
 - Please describe how your skills, qualities and experiences will allow you to meet the requirements set out in the Job Description. Where possible, provide examples (which could be from a professional, voluntary or personal context) which demonstrate those skills, qualities and experiences
 - Explain how you would like to use the law and community participation to bring about positive change in your community. If possible, please relate your answer to your experience to date
- A completed equality and diversity form (section 3 and 4 of the KIND UK Triage Supervisor form)

Please email your completed application to recruitment@centralenglandlc.org.uk by **10am 7th October 2024.**

Please do not submit any additional papers. We will only consider the information in the CV and personal statement.

We really want you to give you an opportunity to demonstrate your abilities and skills. We therefore strongly suggest that you pay particular attention to the job description and person specification when completing your application.

We will confirm receipt of your application by email. We will then shortlist applications and successful applicants will be contacted by email and telephone and invited for interviews.

We expect to hold interviews on the week commencing **14th October 2024.**

If you are selected for interview, we will contact you to arrange a suitable time for us to meet with you. We will ask you whether we need to make any specific arrangements for you to be able to attend an interview with us. The interview will take place in our Coventry office which is wheelchair accessible and has disabled toilet facilities.

The interview will take place face-to-face and will consist of two people, one of which will be the National Coordinator for KIND UK. The interview will last for approximately one hour.

If you are successful, we will proceed by making a job offer which will be subject to satisfactory references. We will require you to provide two referees, one of which should be your previous employer.

We monitor our selection process for compliance with our statement of commitment to equal opportunities.