



JOB DESCRIPTION

Post:	Migrant and Welfare Advisor
Contract:	Permanent
Salary: and other benefits	£34,567 p/a point 19 (NJC scale range 19-22) inc LW + pensions
Hours:	35 hours per week, Monday - Friday, excluding breaks
Annual Leave:	34 days per year, including Bank/ Statutory Holidays
Probation Period:	6 months
Period of Notice:	4 weeks
Accountable to:	Advice and Advocacy Manager

An enhanced DBS check is required as this position will involve working directly with vulnerable adults

The Passage Community Services

Our vision is of a society where homelessness no longer exists, and everyone has a place to call home. Our mission is to: prevent homelessness by intervening quickly before people reach crisis point; end homelessness by providing innovative and tailor-made services that act with compassion and urgency; advocate for, and with those who feel they are not heard by amplifying their voice to bring about real systemic change.

JOB PURPOSE

The postholder will provide specialised and tailored advice to clients where either their No Recourse status, or complex benefits issues are acting as barriers to them resolving their homelessness. This will be achieved through one-to-one support sessions, drop in advice sessions and advocacy with external organisations.

The Migrant and Welfare Advisor will provide a holistic casework support to clients subject to immigration control who do not have access to public funds. They will use their in-depth knowledge of working with No Recourse clients, to assess and refer to suitable accommodation options, including Asylum Support accommodation, host accommodation

and NRPF beds (where available). They will also hold responsibility for assessing care and support needs, making care act assessments (where relevant) and supporting clients to access strength-based opportunities, e.g. cycling workshops or other.

The Migrant and Welfare Advisor will also provide advice to clients with complex benefits issues. This may include challenging DWP decisions (via mandatory reconsiderations and appeals), advising and supporting clients with benefit sanctions and issuing pre-action protocol letters, where appropriate.

All Passage projects along with their employees are expected to uphold Passage values and work within a Psychologically Informed Environment (PIE).

MAIN TASKS

- Working in a psychologically-informed way, you will conduct assessments to identify care and support needs, and to establish the most appropriate accommodation options for destitute clients with no access to benefits.
- Refer into appropriate services providing support to NRPF clients, including applying for Home Office Asylum Support and provide support to the clients in all aspects of their resettlement into either Asylum Support or Host accommodation including applying for Home Office accommodation support (Asylum Support), grants, advocacy and local support agencies.
- Lead on cases initiated by clients themselves, or by other caseworkers, which are complex (for example, advising clients around sanctions) or where clients wish to challenge DWP decisions in relation to Universal Credit/HRT, Housing Benefit, PIP, Pension Credit, Carer's Allowance or other UK benefits.
- Assess client eligibility for benefits, support clients to understand decisions and advocate for client via mandatory reconsiderations, appeals and reviews where appropriate.
- Issue pre-action protocol letters and referring to external solicitors as appropriate to challenge unlawful or unjust decisions, or unnecessary delays.
- Provide services at the Community Services Centre and occasional in-reach projects at other sites.
- Offer drop-in workshops or advice surgeries on benefits or immigration support issues, in accordance with service need.
- Contribute case studies and quotes to support fundraising proposals and applications for funding.
- Provide accurate and timely information to clients regarding immigration support and benefits advice whilst keeping up to date with changes through training and other opportunities to ensure that this happens.
- Participate in rota system for Community Services reception space, involving engaging with new and current clients, and supporting with ad hoc tasks (e.g. supporting with laundry, replenishing stores of tea and coffee etc.)

- Agree a risk assessment, safety and support plan with every client that is regularly reviewed and monitored.

GENERAL RESPONSIBILITIES

- In conjunction with your Line Manager to continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the strategic aims and objectives of The Passage.
- To participate in internal/external meetings as required, and attend training events, conferences and other functions as necessary.
- To participate in regular supervision and annual appraisal and help in identifying your own job-related development and training needs.
- To ensure that all The Passage policies and procedures are being adhered to, particularly those relating to Health and Safety, Code of Practice and Confidentiality.
- To contribute to the effective implementation of The Passage's Diversity and Equality Policy as it affects both The Passage and its work with vulnerable adults.
- To at all times undertake your role in a professional manner maintaining a high-quality standard of work, and to always work in accordance with the aims, values and ethos of The Passage¹.
- Undertake any other duties that may be required which are commensurate with the role or as per organisational requirements.

Note: *The details contained in this Job Description summarise the main expectations of the role at the date it was prepared. It should be understood that the nature of individual roles will evolve and change as service, service user and funder needs change. Consequently, The Passage will revise this Job Description as required in consultation with post holders.*

¹ **Vincetian Ethos** As a Vincetian organisation, The Passage strives to be inclusive; encompassing a diverse and rich culture from within our members, clients, volunteers and staff. This approach is reflected in our core Values and it is important that all staff have respect for this. (refer to full Vincetian Ethos Statement).

DISCLOSURE AND BARRING CHECKS

The Passage aims to promote equality of opportunity for all with the right mix of talent, skills and potential. The Passage welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

As The Passage meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

This person specification sets out the essential abilities and qualities that will be used in the selection criteria for the post. When completing your application form, please address criteria E1 to E7 and K1 to K3 demonstrating your experience and knowledge, and give evidence of your experience and abilities.

EXPERIENCE

E1: Experience of delivering a busy and changing service within a psychologically informed framework.

E2: Experience of advising and supporting homeless or vulnerable individuals, many of whom may have experienced trauma and may be from different cultural backgrounds.

E3: Experience of casework, including advocating on behalf of clients and of challenging decisions made by DWP, Migrant Help or another public body, e.g.local authorities.

E4: Experience of working with clients experiencing homelessness and with complex needs.

E5: Ability to communicate complex information clearly to vulnerable individuals, many of whom may not speak English as a first language.

E6: Ability to produce high quality written work to deadline, strong organisational skills and the ability to manage and prioritise a demanding workload.

E7: Commitment to equality and diversity, including experience of working in a multicultural environment.

KNOWLEDGE

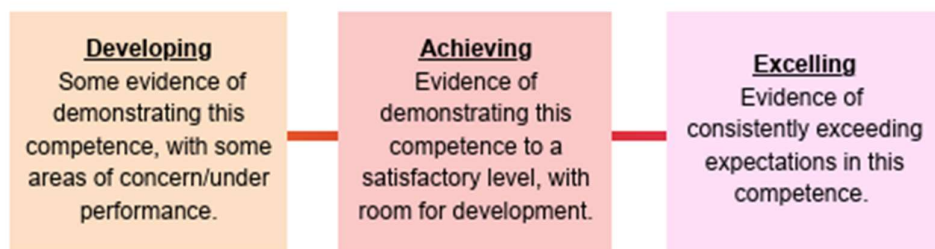
K1: Knowledge of the issues that face clients who are homeless due to their immigration status (NOTE: an OISC/IAA qualification is not needed for this role).

K2: Knowledge of Universal Credit elements, as well as Personal Independence Payment, Pension Credit, Carer's Allowance, Housing Benefit and JSA and ESA or willingness to learn.

K3: Knowledge of Asylum Support eligibility for those with no recourse and how to access this, or willingness to learn.

How we behave at work matters. This Competency Framework sets out the knowledge, skills and behaviours we need to do our jobs well. They give the detail on how we can put our values into action, informing how we work with each other and the people who use our services. We should use our Competency Framework when we recruit new staff and volunteers, appraise performance and when we develop our careers at The Passage.

For each competence, staff should consider whether they are:



1 Values led performance

Our work is reflective of The Passage values:

- Seeing the big picture: We have an in-depth understanding and knowledge of how our role fits with and supports The Passage's objectives and our client's needs.
- Respect for others: We respect, treat and value each person as an individual, and recognise that the views and experiences of people from different backgrounds and with different experiences make us a stronger organisation.
- Effective communication & influence: We show pride and passion for The Passage and the services we deliver. We communicate purpose and direction with clarity, integrity, and enthusiasm.
- Hands on hard work: We are self-motivated, proactive and demonstrate a willingness to get involved and help others whenever possible.

2

Client centred working

We provide quality services to our enable our clients to thrive:

- Excellent customer service: We continuously strive to provide the highest level of customer service within our roles, responding positively to feedback and learning opportunities.
- Commitment to quality services: We are committed to providing excellent services to our clients, colleagues and supporters. We incorporate our core values and our knowledge of good practice into every aspect of our work.
- Making effective decisions: We make informed decisions based on sound judgment, evidence, and knowledge, always prioritising the best interests of The Passage, our clients, and our people. We empower individuals to know when and how to make decisions
- Creative problem solving: We handle complex situations and problems with innovation and creativity

3

Effective professional practice

We reflect on our own practice and the skills that are required to continuously improve.

- Readiness to change: We are curious, positive, agile and resilient, and that's how we deal with change.
- Planning & organising: We think ahead, managing time, priorities and risk. We develop structured and efficient approaches to deliver our work in a timely way and to a high standard.
- Analysis & problem solving: We ensure that we have sufficient evidence to make informed decisions and look outside of traditional solutions when appropriate.
- Continuous professional development: We are aware of our own abilities and areas for growth, as well as those of our colleagues. We are committed to continually learning so that we improve our own performance and inspire others to do the same.

4 Working together

We work positively together, knowing that collaboration and mutual support make us stronger.

- Leadership: We lead and take responsibility within our work areas. We demonstrate pride and passion for our clients, communicating purpose and direction with clarity, integrity, and enthusiasm.
- Collaboration & partnership: We work positively together, knowing that collaboration, partnership and mutual support makes us stronger.
- Reliability and communication: We are reliable and complete work commitments to agreed standards of accuracy, quality and time. We communicate effectively and appropriately, adapting communication styles as required.
- Connection: We behave with authenticity, empathy, & emotional intuition. We respect professional boundaries, and we build positive professional relationships.

