

Job Description: Migration Advisor

About The Connection

When you work for The Connection, you are part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it is not an easy path. We get to know every individual, so our approach can tailor to what they need. We do not do one size fits all, and we do not give up when things get tough.

Working here means being open-minded, resilient, and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who really care about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers, and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London's streets and that everyone should get the support they need to find a place to call home.

About the Role

This role requires someone with substantive experience in providing immigration advice and casework, with the relevant Level 2 OISC qualification (or OISC Level 1 working towards Level 2). **Please note only candidates with the relevant OISC qualification and legal experience will be considered.** You will be part of a specialist team that provides a migration service within a centre for people experiencing homelessness and interconnecting needs.

The post holder will also have experience of working jointly with other agencies and building strong, effective partnerships internally and externally.

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| Responsible to: | Migration Coordinator |
| Liaison with: | Legal Professionals; Statutory agencies, Migrant Services, Accommodation Providers, Hosting Schemes. |
| Job Purpose: | <ul style="list-style-type: none"> • Ensuring the delivery of high-quality, accurate advice, and immigration casework to people experiencing street homelessness and interconnecting needs and experiences. • Working with the Migration Coordinator and Service Manager to ensure OISC standards are maintained, and the service is developed and delivered in line with emerging best practice. • Developing and adopting joint working approaches with CSTM staff and partners. • Monitoring and evaluation of service delivery to demonstrate impact. • Work with external agencies to improve support, disseminate learning and avoid duplication. • Actively contributing towards a highly effective team. |
| Salary and Scale: | Scale points 23-28, £36,159- £40,731 |
| Contract: | Permanent, Full-time |

Responsibilities

1. **Ensuring the delivery of high-quality, accurate advice, and immigration casework to people experiencing street homelessness and interconnecting needs and experiences.**
 - Providing one-to-one specialist advice, casework, and practical support to CSTM migrant and refugee people accessing the CSTM services in the areas of immigration & asylum (up to OISC L2), including support with obtaining accommodation (Home Office (NASS) support).
 - Support a caseload in the region of 50 people across the migration team, including:
 - Specialist immigration advice (up to OISC L2).
 - Help to gain ID and retrieve paperwork from the Home Office.
 - Accessing accommodation such as Home Office accommodation (Section 98/95/4 and Schedule 10) and hosting schemes.
 - Rights to employment and exploitation.
 - Manage caseload, keeping clear, accurate, and timely records of all work.
 - Keep well informed of changes and developments in relevant legislation, policies, and services as they relate to destitute migrants.
 - Provide clear and accurate signposting to people using our services to ensure they access other services to which they are entitled.

2. **Working with the Migration Coordinator to ensure OISC standards are maintained, and the service is developed and delivered in line with emerging best practice.**
 - Ensure all OISC requirements are embedded into casework management practice.
 - Participate in regular file reviews, ensuring all follow-up actions are completed.
 - Keep up to date and embed best practices across immigration and homelessness within CSTM migration work.

3. **Developing and adopting joint working approaches with CSTM staff and partners**
 - Joint work with support workers and accompany people to appointments and other services to support them in actively addressing their situation.
 - Joint working across complementary services within Westminster.
 - Liaise with external referral agencies and CSTM staff to undertake joint work to support people using our services.
 - Attend relevant networks as part of an agreed CSTM networking plan and share the learning to the wider team.
 - Contribute towards developing and adopting new partnerships to meet people using the service's needs that will facilitate recovery.
 - Function as an ambassador for CSTM, building confidence in excellent service delivery, knowledge, and expertise.

4. **Monitoring and evaluation of service delivery to demonstrate impact.**
 - Ensuring appropriate and timely data inputting to enable effective communication and accountable record-keeping regarding service delivery.
 - Contribute towards services reporting, including both quantitative and qualitative data collection and engaging with data analysis and performance monitoring.
 - Support people using the service in codesign and involvement through their feedback on the service.

5. **Work with CSTM and external services to support migrants who are homeless.**
 - Provide advice to teams about how to deal with specific cases which require knowledge on migrant rights and contribute to learning/training sessions.
 - Keep abreast of government policy and service provision (NASS, NHS, employment, housing,

home Office enforcement action etc), sharing updates internally and across Westminster where appropriate.

6. Actively contributing towards a highly effective team

- Be a role model to the team demonstrating values-based practice and championing the organisations cultural values, expectations, and behavior: **Being Curious**, promoting **Psychological Safety**, strengthening relational **Togetherness**, Maintaining, and promoting **Motivation**.
- Assist the Migration Coordinator and Service Manager in the production and delivery of an annual team plan.
- Engage with team learning, reflection, and continuous improvement activities.
- Comply with policies and procedures related to your work.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

Person Specification

This person specification sets out the essential experience and abilities needed by the successful candidate for this post. Please bear these points in mind when completing your application form, as these requirements will be taken into account at both the shortlisting and interviewing stages.

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| Qualification |
| OISC level 2 (or OISC Level 1 working towards Level 2) immigration & asylum and protection qualification. |
| Knowledge |
| An understanding of the causes of homelessness and the needs of and issues faced by migrants and refugees who are homeless. |
| Good up-to-date working knowledge of the immigration system, of access to justice and of access to services for migrants in the UK. |
| Good understanding of OISC Code of Standards, and GDPR Regulations. |
| Good up-to-date working knowledge of housing and homelessness legislation, policy & services. |
| Good understanding of NRPF and destitution issues. |
| Good general knowledge of issues faced by refugees and migrants. |
| Experience |
| Experience of providing immigration advice & casework (up to OISC Level 2). |
| Experience of 121 support work with people who experience homelessness and interconnecting needs. |
| Experience of working in partnership and collaboration with other agencies. |
| Experience of recognizing and responding to safeguarding issues. |
| Abilities and Skills |
| Skills and abilities that demonstrate values-based practice and championing organizations’ cultural values, expectations, and behaviour: Being Curious , promoting Psychological Safety , strengthening relational Togetherness , Maintaining, and promoting Motivation . |
| Able to evidence professional curiosity to provide support and guidance in preventing, detecting, and responding to safeguarding abuse, exploitation, and modern slavery. |
| Able to provide a fully sensitive and responsive service to clients and to work effectively with people who have and are experiencing traumatic events. |
| Able to prepare and present written reports, and to communicate information effectively, both verbally and in writing, to clients and other workers. |
| Able to work independently using own initiative, taking responsibility for own performance standards and reporting requirements. |

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| Able to network and develop new relations with other organisations and government agencies. |
| Able to manage time and prioritise a challenging and fluctuating workload effectively. |
| Able to respond appropriately and effectively when responding to people who are frustrated with their circumstances. |
| Able to manage personal and sensitive information about individuals in accordance with CSTM's policies and procedures and observe the duty of confidentiality. |
| Strong skills in data input and review (including good IT skills). |
| Desirable |
| Fluency in another language. |
| Contributing to training and learning sessions. |