



# We Are Recruiting a Refugee General Advisor!

**POSITION:** Refugee General Advisor

**SALARY:** NJC Scale 6 pt 18-20, £29,269 -  
30296 pa  
Full Time (36 Hours per week)

**RESPONSIBLE TO:** Advice Team  
Manager

**BASED AT:** London NW9 6LH (Hybrid)

**TERMS:** 2 years Fixed Term Contract  
(Continuation subject to further funding)

## **BENEFITS:**

- 26 Days annual holiday + Bank Holidays
- 6% Employer's Pension Contribution
- Employees Assistance Package
- Hybrid Work
- Training Opportunities

**GSK**

2023 GSK IMPACT Awards  
in partnership with The King's Fund

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## Letter from The CEO

Dear Applicant,

**Re: Refugee General Advisor**

We appreciate your keen interest in this position, and we have included in this pack the following documents for your reference:

Instructions and Guidelines

Job Description and Qualifications

Monitoring Form for Equal Opportunities (separate document)

Application Form

Kindly review the Guidance Notes as they hold pertinent information necessary for the application form. In alignment with our commitment to equal opportunities, we assess candidates based on their alignment with the criteria outlined in the person specification. It is essential that you address these criteria while completing your application and provide substantiating evidence that showcases your possession of the requisite skills, knowledge, and experience.

We kindly request that you send back the completed application form (please note that CVs will not be accepted) to the designated recipient at New Citizens' Gateway. You can either mail it to the Chief Executive Officer, New Citizens' Gateway, 9th Floor, Hyde House, The Hyde London NW9 6LH or email it to [admin@ncgateway.org.uk](mailto:admin@ncgateway.org.uk).



Please be aware that the application deadline is 29th September 2024. Interviews are scheduled at NCG's offices on 3rd October 2024, so kindly keep this date unoccupied on your calendar.

Additionally, candidates are encouraged to complete the attached Monitoring Form along with the application. This form will be separated from the application prior to shortlisting and will solely serve the purpose of overseeing the recruitment process. Given our status as a registered charity with limited resources, we will only be able to respond to those candidates who are shortlisted. We genuinely value the time and effort you invest in completing your applications and extend our gratitude for the interest you've demonstrated.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Dr. Nazee Akbari'.

Dr. Nazee Akbari  
Chief Executive Officer

## About New Citizens' Gateway

NCG is an independent registered charity working in partnership with individuals and agencies to improve the quality of life and promote the physical, social and mental well-being of refugees and people seeking asylum who live, work or study in the UK. We help to reduce health inequalities, social and economic exclusion and enabling positive integration and personal independence.

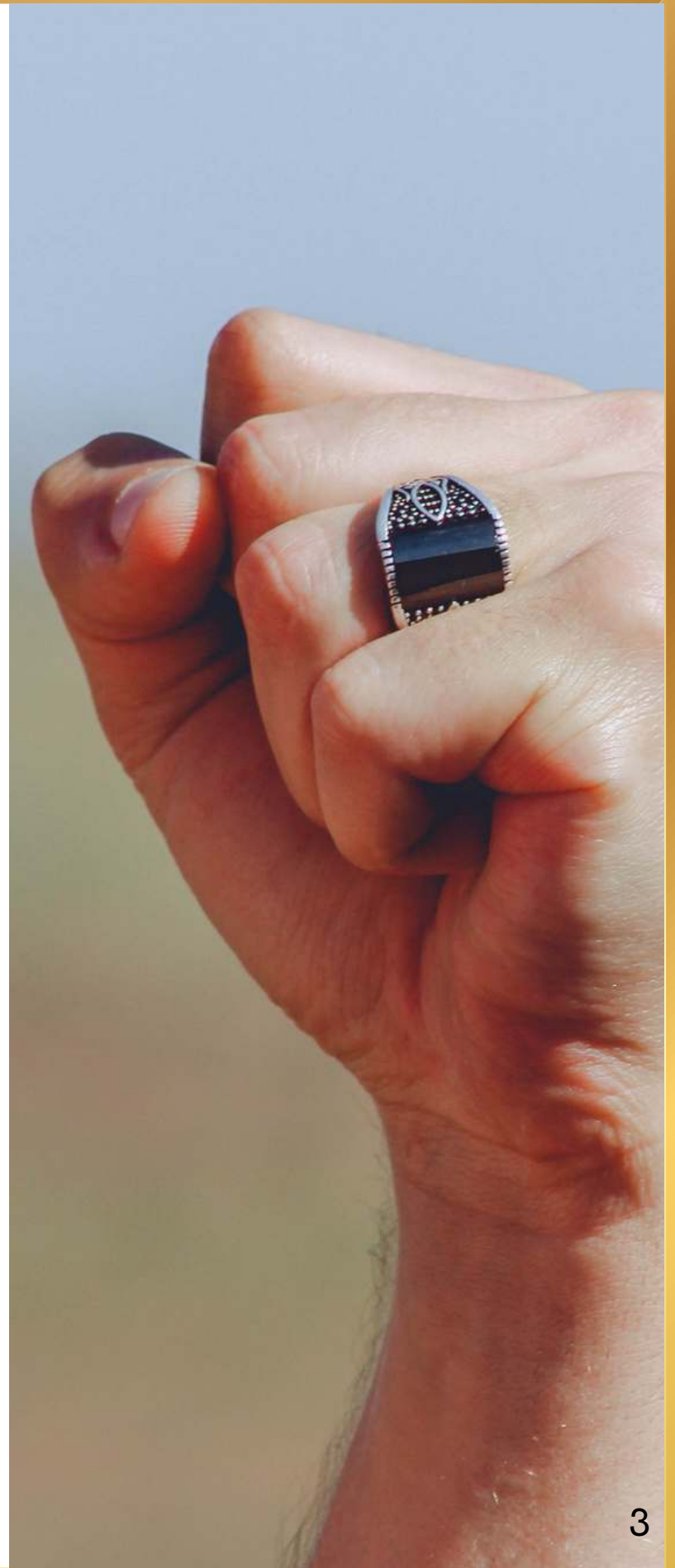
## Vision, Mission and Values

### Vision

All refugees to be welcomed, safe, respected, and resettled.

### Mission

New Citizens' Gateway provides holistic support and services which enables inclusion of those seeking and getting protection in England and Wales and to access their full potential as equal participants in UK life.



## Values

### - Inclusive

We believe in equal voice, equal opportunity, equal rights, and fairness for everyone. Being client-led and culturally sensitive is core to being inclusive.

### - Respectful

We treat everyone with kindness, empathy, openness and honesty. Active listening is the first step. This includes how we engage with clients, staff, volunteers and everyone we engage with. It is part of our professionalism.

### - Collaborative

We believe in partnership. Working together results in better plans, decision-making and solutions. We work together internally and externally with other stakeholders for the best possible outcomes for our clients.

### - Empowering

We believe in enabling people to solve their difficulties and give them more participation in the solution and hence develop the skills, experience and confidence to solve future problems



## What We Do

We encourage positive independence, resettlement and integration through the provision of direct services, volunteering, and awareness raising around the needs of refugees/asylum seekers.

We ensure a safe, friendly environment for all our clients and are uniquely positioned to meet their needs which we identify through comprehensive needs assessment, monitoring and evaluation of our work throughout many years' service delivery.

NCG is the only organisation in North London offering a research-based 'integrated holistic model' approach which ensures that we can meet the multiplicity of a client's needs.

This service is directly accessible to all refugees and asylum seekers irrespective of country of origin or religion and is both flexible and independent. We support over 5,000 refugees and asylum seekers each year through various activities.



## NCG Activities

NCG provides a range of services focused on supporting refugees and asylum seekers to recover from their often traumatic experiences and start rebuilding their lives in the UK.

Youth Support

Employment and Volunteering

Social Support

Health Work including mental health support

Integration Support

Advice and Guidance

Education of the Public

Our Holistic Approach to serving refugees and asylum seekers recognises that these people's issues must be treated in the context of the whole person.

We consider the many factors affecting a refugee or asylum seeker including knowledge of the UK, language skills, financial resources, social factors, physical and mental health, and levels of confidence rather than just the immediate issue being presented. We also recognise the option or necessity at times to refer to external services.

We engage with our clients using a blended approach with the best interests of our clients at its heart. We provide in-person services as our default approach, but we retain and continue to develop those online and digital skills and services that best service our clients.

 [Website](#)

 [youtube link](#)

 [Annual Reports](#)



## Our Ambitions

In the next 5 years, we plan the following focus areas:

### 1. For NCG to be more client-led:

- Larger representation of our client groups in our Board, senior management, staff and volunteers.
- To engage more with our client groups (refugees and those people seeking asylum) to plan, design, develop, deliver and evaluate services in line with their identified priorities.

### 2. To further develop our holistic model of support:

- Evaluation of our holistic model, how it is delivered in practice and it's impact

### 3. Establish NCG as one of the most trusted organisations in youth work. We will do this through:

- Holistic response - to be response to our client's whole-person needs
- Knowledge - further develop our understanding of the needs of our clients and have the skills and expertise to deliver
- Capacity - case-workers and trained experienced youth workers as staff
- Presence & Partnership - further collaborate with like-minded organisations and more actively engage with London youth networks including schools and colleges

### 4. To work in collaboration with other agencies to influence government policies and public narratives for improvement in protection of refugees and those people seeking asylum:

- Expand and develop our digital presence
- More active engagement and participation in sector networking and campaigns

# Refugee Advisor Job Description

*All staff are expected to adhere to the Equal Opportunities Policy of the New Citizens' Gateway at all times.*

## Purpose of Job

Support refugees and asylum seekers in their integration process, empowering them to fully participate in UK society. This involves conducting a thorough needs assessment to identify their social and welfare needs and assisting them in navigating their journey while helping to overcome any barriers they may face.

## Key Responsibilities

- o Provide general information, advice, and guidance to refugees, asylum seekers, and their families on accessing housing, healthcare, community care, welfare benefits, asylum support, education, and other necessary services.
- o Conduct assessments of the needs of new refugees and asylum seekers.
- o Offer direct advice, signposting, and referrals to appropriate agencies or organisations as needed.
- o Share information with clients through various formats, including verbal communication, written materials, leaflets, and information booklets.
- o Assist refugees and asylum seekers in accessing ESOL classes, training, volunteering opportunities, and securing suitable employment as quickly as possible.
- o Provide practical and effective support to refugees and asylum seekers, helping them address issues related to accommodation, education, English language classes, legal representation, and physical and mental health support.

- o Collaborate with and advise external agencies to ensure service delivery in areas such as employment, health, housing, welfare, money management, and education.
- o Offer information and guidance to refugees and asylum seekers through telephone consultations, outreach clinics, office-based appointments, and home visits as necessary.
- o Monitor and evaluate service delivery by managing casework effectively, documenting progress and keeping a clear and consistent record of actions taken.
- o Support organisational reporting requirements by recording and documenting statistics using relevant databases, ensuring compliance with AQS quality assurance standards, and keeping information up to date for the regular File Reviews purposes.
- o Create, manage, and maintain case files, ensuring all relevant documentation is completed to the highest standards and within agreed timelines.
- o Attend regular supervisory sessions with the Advice Team Manager.
- o Conduct briefing sessions for groups of clients as required.
- o Provide advice and information in clients' first languages when necessary, using interpreters and adhering to best practice standards.
- o Deliver outreach services in various community settings across London as needed.
- o Promote awareness of the needs and rights of refugees and asylum seekers by delivering training, seminars, briefings, and written communications, and by participating in relevant networks and forums.

## Other Duties

- o Consistently uphold agreed-upon Quality Standards and Team Standards across all team functions.
- o Foster strong working relationships with internal and external services and organisations in the best interest of service users, adhering to professional standards. Always represent New Citizen's Gateway in a professional manner.
- o Participate in relevant training and development activities to enhance skills necessary for fulfilling the role and contributing to the organisation's success.
- o Actively engage in and contribute to organisational and team meetings as required.
- o Prepare reports for senior staff and management as needed.
- o Provide appropriate support to volunteers as required.
- o Ensure that all health and safety requirements are met during service delivery.
- o Carry out all work in alignment with New Citizen's Gateway policies and procedures.
- o Ensure that all work aligns with New Citizen's Gateway's values, equality objectives, policies, and procedures.
- o Perform any other duties relevant to the role as directed by the Advice Team Manager.





## Person Specification

**E** - Denotes an essential skill, ability or experience.

**D** - Denotes a desirable skill, ability or experience.

## Education & Training

- Educated to higher level, Advice & Guidance qualifications or demonstrate equivalent experience (E)
- OISC Level 1 (D)

## Experience of:

- Experience of **working with refugee** or asylum-seeking communities (E)
- **Providing information and support** to refugee or asylum-seeking communities (E)
- Devising good systems of **record keeping** of client's details (E)
- Producing **statistical reports** on a monthly and quarterly basis (E)
- Working in an **accredited advice agency** (D)
- Working with **volunteers** (D)

## Knowledge of:

- Knowledge of **welfare benefits, housing rights and homelessness, employment, education, health and social care systems**
- knowledge of the **National Asylum Support Service (NASS)** (E)
- Knowledge of entitlement of asylum seekers and refugees and understanding of the difficulties faced by new arrivals and their needs (E)
- Knowledge of the **difficulties asylum seekers and refugees have in accessing services in the UK** and the role refugee community organisations, agencies and the wider voluntary sector have in addressing these (E)
- An awareness of **Health and Safety requirements** and the ability to apply these whilst working in a public access area (E)
- Understanding of **the structure and responsibilities of Local Authorities, Social Services and Health Authorities** (E)
- Understanding of **current local and national developments in relation to refugees and asylum seekers.** (E)
- Have knowledge of **Data Protection/Confidentiality, safeguarding policies and procedures** (E)
- Good knowledge of refugees' and asylum seekers' **homelessness and their housing rights** (D)

## Ability to

- Be **a strong team player** (E)
- Work with a **range of people** (E)
- Have proven ability to understand and **advise on complex areas of support** needed by this client group (E)
- Willing to **travel** to other locations within London if needed and flexible with working from home or office (E)
- **Work on own** with minimum supervision, plan workloads and organise varied projects and activities (E)
- **Computer literacy** in a variety of packages (E)
- Keep accurate and **confidential client's case notes**; in line with the NCG's monthly File Reviews requirements and for AQS accreditation (E)
- Organise and deliver **training and workshops** (E)
- Speak a community language in particular **Farsi or Arabic** (D)
- Produce **user friendly information** (D)
- Ability to maintain **appropriate professional boundaries** (D)

## Possess

- **Organisational and communication skills**, including presenting written and oral **reports** (E)
- Strong **negotiation skills** (E)
- A commitment to equal opportunities (E)
- A **commitment to team working** (E)
- **Positive attitude**, ability to empathise and to demonstrate political neutrality in dealing with clients (E)
- **Clean driving licence** (D)



## **Guidance Notes**

### **General Information:**

Thank you for your interest in this vacancy. You will find enclosed with these notes a job application form, job description and person specification. The information you provide in your application is the only information we will use in deciding whether or not you will be short-listed for an interview. Your application form is therefore very important, and the following advice is designed to help you to complete it as effectively as possible.

### **Job Description and Person Specification:**

The vacancy advertised is based on the job description which lists the main duties of the post. The person specification describes the skills, experience and qualifications we are looking for. Please read these documents carefully so that you know what the job involves and the range of expertise required.

### **Application Form:**

The covering letter will state by what date and to whom you should return your completed job application. Remember to keep a copy for reference. Decisions about who will be selected for interview will be based on the information you give in your application form. Therefore, application forms should be filled in as completely and clearly as possible so that we may consider all the candidates on the same basis.

Please do not substitute a CV for your application form. The important thing is to tell us about your relevant skills, knowledge and experience to do the job.



Any additional information which you wish to provide should be limited to NO MORE THAN TWO SIDES OF A4 PAPER. Please ensure that you complete all sections of the form, that the information, dates, details, etc. are correct, and that you use dark ink (black shows up best when photocopied). As this post involves work with children/ young people and vulnerable adults we ask for two references, one of whom should be familiar with you previous work with refugees and asylum seekers.

### **Short-listing and Interview:**

Short-listing will be based on the skills and experience you show. After the closing date, the application forms will be carefully considered to see how each person's skills and experience relate to the job requirements.

Applicants who meet these requirements will be short-listed and invited for interview. Short-listed candidates may be asked to complete a task as part of the selection process. The interview panel will normally be made up of 2 to 4 people who will be asking similar questions of each candidate, covering key aspects of the job. The questions are intended to allow the candidate to expand on his/her application and to show the panel how far the requirements of the post are met. During the interview the candidate will have an opportunity to ask questions about the job, conditions of employment, etc. The panel will keep a record of their assessment of each candidate so that the reasons for their decision are clear, consistent, and justifiable. Candidates should therefore not be worried about the panel making notes during the interview.

**Interviews on 3rd of October 2024- Please keep this date free**

## How to Apply?

We kindly request that you send back the completed application form (please note that CVs will not be accepted) to the designated recipient at New Citizens' Gateway. You can either mail it to the Chief Executive Officer, **New Citizens' Gateway, 9th Floor, Hyde House, The Hyde London NW9 6LH** or email it to [admin@ncgateway.org.uk](mailto:admin@ncgateway.org.uk).

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