

# Voices in Exile

Fitzherbert Centre  
36 Upper Bedford Street  
Brighton  
BN1 1JP

Tel: 01273 328598

## **Job Description**

Job Title:	Immigration caseworker (OISC L2/SRA L1)
Responsible to:	Director
Status:	Full-time
Contract:	12-month fixed-term contract with the possibility of extension (subject to funding)
Hours:	37 hours per week
Salary:	NJC scale point 27 (£24,174)
Holiday entitlement:	24 days per annum, with 1 additional day per annum for every completed year of service up to a maximum of 6 additional days.

## **Background:**

Voices in Exile is a registered charity that works with refugees, asylum seekers and vulnerable migrants with no recourse to public funds in Sussex and Surrey. We offer both practical and legal support including generalist advice and specialist immigration casework for those who would otherwise be unable to access justice. As part of our holistic approach we also advocate for, accompany and enable people to access services, build community, and develop their own potential through a programme of learning and creative activities. We have just moved to spacious new premises in Kemptown, Brighton, and post holders will form a key part of a small new team working with a new director to develop Voices' services and activities over the next year.

## **Job purpose:**

The post holder will provide one-to-one specialist advice, casework and practical support to migrant and refugee clients in Sussex and Surrey in the areas of immigration & asylum (up to OISC L2/SRA L1), and provide additional advice in the areas of housing & homelessness, welfare benefits, and family and community care law. S/he will also provide supervision for L1 and trainee staff and volunteer advisors as required.

The post holder will need to be able to step immediately into a busy advice environment with the necessary confidence, skills and knowledge to deliver specialist advice, casework and support with minimal supervision.

## **Staff reporting to this post:**

Volunteers

*Enabling, advocating, accompanying & supporting those seeking asylum, refugees & those with no recourse to public funds*

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**Key responsibilities:**

- Provide one-to-one specialist advice (including immigration advice to OISC L2/SRA I1) and support to migrant and refugee clients in Sussex and Surrey by phone, email and face to face;
- Provide thorough follow-up casework (including immigration casework) and support where appropriate;
- Provide clear and accurate signposting, referrals and active referrals where possible and appropriate;
- Provide outreach and accompany clients as necessary to e.g. refuges & hostels, medical and therapeutic appointments, etc.; or supervise volunteers to do so where appropriate;
- Actively develop professional relationships and referral links with law centres and solicitors' firms, and refer/signpost clients to other services & agencies as appropriate;
- Manage own caseload, keeping clear, accurate and timely records of all work done;
- Assist in evidencing the impact of work done, including recording, monitoring and reporting against project targets;
- Provide OISC L2 supervision to trainee & volunteer advisers as required and in compliance with OISC guidance;
- Devise and deliver in-house training for trainee and volunteer advisers as needed;
- Work with the Director to develop clear case management systems, policies and procedures;
- Attend & contribute to relevant fora & networks (virtual and actual) as necessary;
- Attend regular team meetings & participate in other advice and staff team commitments and meetings as necessary;
- Participate fully in individual supervision, training and appraisal;
- Support in the providing of management information, regular case studies and other detailed information & reports as required;
- Ensure that work is monitored and evaluated and quality assured to meet internal and external requirements;
- Work with colleagues in Voices in Exile to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants;
- Carry out other duties as required.

*A = Application form  
(Please address the relevant points in order)  
I = Interview*

Person Specification	Essential or Desirable	Assessment Method
<b>Education and qualifications</b>		
1. A relevant qualification in one of the following disciplines: advice giving (NVQ IAG level 3), law, gender or migration studies or related field.	E	A
2. OISC level 2/SRA level 1 immigration & asylum qualification	E	A
<b>Experience</b>		
3. Minimum 2 years' experience of providing immigration advice & casework (OISC Level 2/SRA L1)	E	A
4. Experience of OISC compliance and case management systems, policies and procedures	E	A + I

5. Experience of training and supervising volunteers and trainee advisers, including supervision of OISC L1 casework	D	A + I
6. Experience of working in the voluntary or community sector	E	A
<b>Knowledge</b>		
7. Good up-to-date working knowledge of the immigration system, of access to justice and of access to services for migrants in the UK	E	A
8. Good up-to-date working knowledge of housing and homelessness and welfare benefits legislation, policy & services	E	A + I
9. Good up-to-date working knowledge of family law issues		
10. Good understanding of NRPF and destitution issues	D	A + I
11. Good general knowledge of issues faced by refugees and migrants	E	A + I
	E	A + I
12. Good awareness of gender & LGBTI issues	E	A + I
13. Good up-to-date working knowledge of HO policies relating to gender-based violence, including DV & DDV policies and National Referral Mechanism for victims of trafficking	D	A + I
<b>Skills</b>		
14. Ability to step into pressurised advice environment and take on drop-in advice and follow-up casework with minimal supervision	E	I
	E	I
15. Ability to interview clients sensitively and clearly and accurately to diagnose and prioritise client needs, including conducting in-depth needs assessments	E	I
16. Ability to work creatively with clients facing seemingly intractable issues	E	I
17. Ability to problem solve and manage conflict	E	I
18. Ability to plan and organise own work and meet deadlines	E	I
19. Ability to work as an effective team member	E	A + I
20. Ability to relate well and communicate clearly and respectfully with a diverse group of people	E	A + I
	E	A + I
21. Excellent online research and analytical skills in order to research case law and country of origin information		
22. High level of spoken and written English and the ability to analyse complex written information and communicate it effectively	E	A + I
23. Ability to monitor and report against project targets & communicate effectively with funders & stakeholders	E	A + I
24. Ability to train, support and supervise volunteer team members and work in partnership with interpreters	E	A
25. Ability to work competently with Microsoft Office ICT packages	E	A
26. Familiarity with functions of standard client & case management databases & ability to adapt quickly to new database software	E	A
27. Ability to speak a community language	D	A
<b>Other</b>		

28. Commitment to working with vulnerable migrant and refugee clients	E	I
29. Commitment to working in an inter-cultural, multi-faith environment	E	I
30. Commitment to ViE aims, values and ethos	E	I
31. Commitment to maintaining client confidentiality and delivering a high quality professional service	E	I