



ENTRAIDE

Three Trees Community Centre
Hedingham Grove
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Email: info@entraideuk.org.uk

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Job Description

Terms of employment:

Title:	Senior Refugee Adviser (IAA accredited)
Responsible to:	Service Manager
Responsible for:	Designated Caseworkers and volunteers
Base:	Entraide offices in Chelmsley Wood and Solihull
Salary:	£28,500.00 per annum
Benefits:	Pension contribution up to 5% of total salary
Holiday entitlement:	24 days plus statutory bank holidays.
Type of Contract:	This post is funded for 3 years
Probation Period:	6 months
Hours of work:	Full time- 37 hours per week (Monday to Friday)
Requirements:	All successful candidates will be subject to satisfactory Enhanced DBS and previous employment Checks before commencing their employment with Entraide.

About Us

Entraide is a well – established charity based in North Solihull which works alongside asylum seekers, refugees, vulnerable migrants to facilitate their integration into society. We are currently the main refugee specialist organisation in Solihull providing support to around 400 clients a year. We are regulated by the Immigration Advice Authority (IAA) (formerly OISC) to provide advice at Level 1 Immigration and Level 2 Asylum & Protection. We provide one-to-one specialist advice, casework, and practical support to migrants and refugees in Solihull and the surrounding area. Our current activities/projects:

Casework providing tailored support on a wide range of issues including IAA Level 2 immigration advice to asylum seekers, refugees and other vulnerable migrants.

Support to Ukrainian refugees and their hosts: working with Solihull Council and other agencies to support Ukrainian families resettled in the borough through the Homes for Ukraine Scheme

Befriending, Family & Children Activities through which we offer leisure activities, support and companionship to refugees and asylum seekers who have experienced loss and trauma and are attempting to rebuild their lives in the UK.

About The Role

We are looking to recruit an experienced Senior Adviser to support asylum seekers, refugees and migrants in Solihull and the surrounding area. You will provide an effective and efficient immigration, welfare benefits and housing advice service to asylum seekers and refugees in Solihull and the surrounding area.

As a Senior Adviser, you will be expected to deal with complex cases, support less experienced caseworkers and volunteers in the team and deputise for the Service Manager when needed. To be successful in the role, you need to have significant experience of supporting asylum seekers, refugees and other vulnerable migrants. You will need to be very familiar with immigration challenges and social issues affecting refugees, asylum seekers and other vulnerable migrants.

Registered Charity in England and Wales. Charity No. 1142919



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Support us via: www.localgiving.com/entraide

You will also be expected to be registered with the Immigration Advice Authority (IAA) (ex OISC) or Solicitors Regulatory Authority to provide specialist immigration advice at Level 2 or at least at IAA Level 1 in both the Immigration and the asylum categories and actively working towards Level 2. If not yet qualified at level 2, we will offer support training and development training to acquire IAA level 2 accreditation.

You will directly support our clients by advising and addressing issues including immigration, housing, benefits, legal status and financial matters. We are looking for a patient, organised, sympathetic, and methodical senior caseworker who wants to help our clients and is confident in following due processes and advocating on their behalf but also supporting and empowering colleagues in the team. You will be working at our Solihull and/or Chelmsley Wood office and be available to do outreach work as and when required.

Key areas of responsibility include:

- Provide advice face to face, over the phone and via other mediums on a wide range of issues including housing, welfare benefits, health, education, etc.
- Independently manage your casework and provide guidance and support to less experienced colleagues in the team
- Undertaking immigration applications and representing clients to the UKVI and other agencies
- To support the team and the management to meet the needs of the beneficiaries, and to ensure the requirements of IAA are met during the delivery of immigration-related advice and casework.
- Deputising for the Service Manager when required.
- Represent Entraide in external meetings and events; and maintain effective working relationships with partners and stakeholders when required by senior management.
- Adhere to ethical and professional standards, including complying with relevant laws and regulations, maintaining client confidentiality, and avoiding conflicts of interest.
- Assist the senior management team to drive efficiency, quality, systems improvement and target achievement.
- Work with colleagues in Entraide to maintain and develop our holistic approach and commitment to human rights, community development, diversity, and best practice in working with vulnerable migrants.
- Participate in business development activities, including networking, attending community events, and promoting our services.
- Assist in evidencing the impact of work done, including recording, monitoring and reporting against project targets. Where required assist in drafting periodic service report.
- Keep up to date with the latest relevant legislation, policy changes and changes in Immigration Law.
- Keep accurate records of client interactions and maintain client confidentiality.

Health & Safety

The post holder is responsible for:

- Cooperating with Entraide in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, service users and visitor's health and safety whilst at work.
- Adhering to and familiarizing themselves with Entraide's Health & Safety Policy and procedures.
- Carrying out risk assessments of your own work and own workstation to ensure that you do not expose yourself or others to unnecessary risk.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job. The role is office based, with occasional hybrid working in agreement with the Service Manager depending on service demands.

Equal Opportunities Statement

As part of its recruitment policy, Entraide intends to ensure that no prospective or actual employee is discriminated against based on race, sex, nationality, marital status, sexual orientation, gender identity, employment status, class, disability, age, religious belief, or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable. **Applications from people with lived experience of the asylum system or migration to the UK are strongly encouraged.**

Person Specification

Person Specification	Criteria	Assessment Method
Education and Qualifications		
IAA Level 1 in <u>both</u> the Immigration and the Asylum & Protection categories and working towards L2	E	AI
IAA Level 2 Immigration and Asylum	HD	AI
Educated to UK degree level or equivalent	HD	AI
Knowledge and Experience		
Significant experience of complex advice work dealing with asylum seekers, refugees and vulnerable migrants	E	AI
Good understanding of general immigration issues affecting asylum seekers, refugees and migrant families and of the key statutory bodies in the UK involved in the asylum determination process and in supporting asylum seekers, refugees and migrants	E	AI
Sound knowledge of immigration law and the regulatory issues.	E	I
Significant experience of delivering immigration advice at least at IAA Level 1 in both the immigration and asylum & protection categories	E	AI
Insight into the difficulties faced by families at risk of homelessness and/or with complex needs.	E	I
Significant experience providing generalist advice and support (benefits, housing, education etc.	E	AI
Experience of working in a multicultural environment and sensitivity towards other cultures	E	AI
Experience of frontline working in the voluntary or community sector providing services to clients at risk	E	AI
Experience in providing supervision to IAA trainee immigration advisers.	D	AI
Skills and Abilities		
Excellent listening skills and ability to empathise as well as establish boundaries to avoid emotional over involvement.	E	AI
Ability to use standard client and case management databases and ability to adapt quickly to new software.	E	A
Ability to communicate complex information clearly to distressed clients	E	AI
A proven high standard of communication skills, including written, oral, presentational and inter-personal skills	E	AI
Organisational skills, ability to manage, prioritise demanding workload and able to meet tight deadlines.	E	AI
Ability to produce high quality written work,	E	AI
An ability to self-motivate and work independently, and willing to develop and grow as a professional.	D	AI
Other		
Understanding of the needs of vulnerable people and commitment to equality and diversity, anti-oppression, anti-discriminatory and anti-racism practice.	E	AI
Commitment to progress and work towards Level 2 and 3	E	AI

Commitment to assisting the refugee and migrant community in line with Entraide values, policies, and procedures.	E	I
Teamwork, flexibility and can-do attitude	E	AI
Knowledge of foreign languages	D	AI
Car owner/user	D	I

Essential (E)

Desirable (D)

Highly Desirable (HD)

How to apply:

**Please complete the attached application form and email it to: info@entraideuk.org.uk*

Deadline for applications: 10/06/2025 at 11:59pm

Please note: Interviews will be organised on a rolling basis, and we will close this advertisement as soon as we have appointed a suitable candidate so, please don't delay applying if you think that you are the right candidate for this role.

This post is funded by:

