

ENTRAIDE (MUTUAL AID)

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Job Description Senior Caseworker/OISC Level 2 Adviser

Job Title	Senior Caseworker- OISC level 2 (minimum) regulated
Reports to	Service Manager
Responsible for	Designated Level 1 advisers and caseworkers.
Salary / Rate	£ 25,705 (pro-rata) actual salary £14,590.00 per annum
Hours	21 (part time)/ 3 days per week
Contract	12 months with the possibility of extension
Probation Period	3 months
Location	Entraide's Office in Chelmsley Wood

Context and overview

Entraide (Mutual Aid) is a well – established charity based in North Solihull which works alongside asylum seekers, refugees, vulnerable migrants and their dependents in order to facilitate their integration into society. We are currently the only organisation in Solihull providing services specifically to asylum seekers and refugees. We are registered with the Office of Immigration Service Commissioner (OISC) at level 1 in the categories of Immigration and Asylum & Protection. In response to the growing demand for immigration advice, Entraide would like to raise our OISC registration from Level 1 to Level 2.

About the Role

We are looking for a committed Senior Caseworker/ OISC Level 2 Immigration Adviser to join our Team. The position is initially part-time (three days a week) funded for one year, with extremely high possibility of extension. The post holder will be responsible for providing specialist immigration advice and will be expected to be registered with the Office of Immigration Services Commission (OISC) at OISC Level 2 as a minimum or with the Solicitors Regulatory Authority. The successful candidate will be familiar with the immigration challenges and social issues affecting refugees, asylum seekers and other vulnerable migrants. You will be efficient, proactive, and supportive when dealing with different immigration cases and queries. You will be committed to providing excellent service and supporting for our service users. You will maintain high-quality standards, compliance with regulations and OISC requirements. The post-holder will also be responsible for empowering caseworkers and Level 1 advisers and contribute to the overall well-being of our service users and organisation.

Principal Tasks

- To help Entraide apply to raise our OISC registration from level 1 to level 2.
- To provide professional and effective OISC regulated casework, advice, guidance and support to a broad range of Entraide's service users.

- To support and supervise other colleagues on a lower level of OISC regulation and designated volunteers.
- To ensure the requirements of OISC standards are respected and met during the delivery of immigration-related advice and casework.
- Stay up-to-date with the latest relevant legislation, policy changes and changes in the Immigration Law.
- To support the team and the management to meet the needs of the beneficiaries and achieve targets.
- To assist the senior management team to drive efficiency, quality, systems improvement and target achievement.

Casework and advice

- To offer casework to service users with various aspects related to their immigration case. This involves advising service users, preparing and submitting immigration applications and statements to the required standard.
- Deliver the appropriate level of casework independently in line with the level of OISC registration.
- Managing own caseload and supervising and mentoring caseworkers and/or OISC L1 advisers.
- To maintain confidentiality in all dealings with service users and ensure their needs are met in a satisfactory and sensitive manner.
- To maintain an excellent case management system.

Other

- To deliver presentations and represent Entraide at meetings/events when required by management.
- To maintain effective working relationships with partners and stakeholders
- To be responsible for the day to day delivery of specific projects if requested by Senior Management Team—this is flexible and may change depending on the nature of funding.

Person's Specification

	Essential (E) Desirable (D) Highly Desirable (HD)
OISC Level 2 (regulated)	E
Experience of dealing with asylum seekers, refugees and vulnerable migrants	E
Ability to communicate complex information clearly to distressed clients	E
A proven high standard of communication skills, including written, oral, presentational and inter-personal skills	E
Ability to produce high quality written work to deadline, organisational skills and the ability to manage and prioritise a demanding workload	E
Understanding of the needs of vulnerable people and commitment to equality and diversity.	E
A degree in law or equivalent, and work experience in a similar role, including familiarity with advice quality standards	D
An ability to self-motivate and work independently, and willing to develop and grow as a professional	HD
Experience of working in a multicultural environment and sensitivity towards other cultures.	HD
A proven record of team work and flexibility.	D
Excellent listening skills and ability to empathise as well as establish boundaries to avoid emotional over involvement.	D
Fluent in a community language.	D

To apply:

Please submit a single document containing a CV of no more than 2 sides of A4 and a covering letter showing how your experience, skills, knowledge and attitudes match what we are looking for in our person specification to: info@entraideuk.org.uk

Deadline: 20th September 2021 at 5:00pm