



Three Trees Community Centre
Hedingham Grove
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Job Description Senior Caseworker/ OISC Level 2 Adviser

Job Title	Senior Caseworker- OISC Level 2 Adviser (minimum) regulated.
Reports to	Service Manager
Responsible for	Designated L1 advisors and caseworkers.
Salary / Rate	£ 27,300 per annum (pro-rata for part-time workers)
Hours	Full time or part time considered
Contract	12 months with the possibility of extension
Probation Period	3 months
Location	Entraide's Chelmsley Wood or Solihull Office

Context and overview

Entraide is a well-established charity based in North Solihull which works alongside asylum seekers, refugees, vulnerable migrants, and their dependents 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 by the Office of the Immigration Services Commissioner (OISC) and are authorised to provide free immigration advice and services at Level 1 in the category of Immigration and Level 2 in the category of Asylum and Protection. Our registration number is N201700020.

In response to the growing demand for immigration advice, Entraide are seeking to recruit a committed OISC Level 2 Adviser to assist clients in preparing and submitting immigration applications. The candidate will work under the direct supervision of the Service Manager and under the overall supervision of Senior Management in Entraide.

About the Role

The Immigration Advisor will be responsible for providing specialist immigration advice and will be expected to be registered with the Office of Immigration Services Commission (OISC) at Level 2 at least 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 support for our service users. You will maintain high-quality standards, compliance with regulations as well as Advice Quality Standards (AQS) and OISC requirements. The post-holder will also be responsible for empowering caseworkers and Level 1 advisors and contribute to the overall well-being of our service users and organisation.

Registered Charity in England and Wales. Charity No. 1142919



N201700020

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Support us via: www.localgiving.com/entraide

Principal Tasks

- To provide professional and effective OISC regulated casework, advice, guidance and support to a broad range of Entraide's service users.
- Provide thorough follow-up immigration casework and support where appropriate and provide clear and accurate signposting, and referrals where possible.
- To assist in reviewing our current immigration service project, working closely with the Service Manager and other senior management team in developing assessments strategies, policies, procedures, and case management tools.
- To provide expert advice and guidance to individuals on immigration-related matters, including asylum/migration applications, related issues and policies, immigration and asylum laws and right to stay and work in the UK.
- Provide support and assistance to clients throughout the immigration process, including answering questions, addressing concerns, and keeping clients informed of their application status.
- Conduct research on behalf of clients to identify potential immigration opportunities or options.
- Managing own caseload, assist in supervising Level 1 immigration advisers and other colleagues in Entraide office base or remote working system, whenever required.
- Adhere to ethical and professional standards, including complying with relevant laws and regulations, maintaining client confidentiality, and avoiding conflicts of interest.
- 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 industry events, and promoting the services of the immigration consultancy.
- 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.
- Attend seminars and training sessions to maintain and improve professional knowledge and skills.
- To assist the senior management team to drive efficiency, quality, systems improvement and target achievement.
- To support the team and the management to meet the needs of the beneficiaries.
- To represent Entraide at external meetings and events when required by senior management.
- To maintain effective working relationships with partners and stakeholders

Person's Specification

	Essential (E) Desirable (D) Highly Desirable (HD)
Trained as a solicitor or register OISC Level 2 adviser(regulated)	E
Experience of dealing with asylum seekers, refugees, and vulnerable migrants	E
Experience in undertaking legal aid immigration work	E
Ability to communicate complex information clearly to distressed clients	E
Sound knowledge of immigration law and the regulatory issues.	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
Experience developing case management procedures in line with OISC code of standards is desirable.	E
Committed to assisting the refugee and migrant community in line with Entraide's values, policies, and procedures.	E
Understanding of the needs of vulnerable people and commitment to equality and diversity.	E
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 degree in law or equivalent, and work experience in a similar role, including familiarity with advice quality standards	D
Experience providing supervision to OISC trainee immigration advisers.	D
A proven record of teamwork and flexibility.	D
Excellent listening skills and ability to empathise as well as establish boundaries to avoid emotional over involvement.	D
Knowledge of foreign languages is also a plus	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

Applications without a covering letter explaining how your skills and experience match the requirements of the role will not be considered. Please ensure you send a covering letter. For more information or an informal discussion about the opportunity please contact: **Felix Kupay** (Chair of the Board) on **07948602313**. **Deadline for applications: 20/05/2023**