



Helping EU citizens to stay in the UK after Brexit

Job description

Job title: **IMMIGRATION ADVICE MANAGER (Scotland)**
Reporting to: CEO
Duration: 3 days a week (part time)
3 year contract with possibility of extension
Salary: £34,000 p.a. pro rata)
Location: Scotland, working from home or embedded in local services.

Main purpose of the job

To deliver in Scotland a new project entitled: *'A Certain Future: ensuring the rights of EU citizens in their vicinity'* so that EU citizens with complex cases secure their rights to remain and can exercise their associated rights. This is one of 2 new OISC Level 2 posts at Settled. It is intended to increase availability of free, high quality, expert and locally accessible immigration advice for EU citizens in Scotland – offering a service that is distinct from but co-ordinating with the other new post based in the North West of England. It will increase Settled's ability to respond to complex cases in-house, as demand currently exceeds the capacity of our team of Level 2 volunteers.

The Immigration Advice Manager (Scotland) will handle their own caseload of complex cases and manage and delegate to a team of Level 2 volunteers. They will work collaboratively alongside Settled's Communications Manager and Settled's Service Co-ordinators who manage a network of OISC level 1 (EUSS) volunteers. Those other posts will help ensure Settled's L2 service is accessible to those most in need, including where language support is needed, and that less expert work is delegated efficiently.

The Immigration Advice Manager (Scotland) will be an important resource for Settled staff and volunteers, providing expert advice and responding to queries so that they can confidently deliver those less complex advice services.

On behalf of Settled, the Immigration Advice Manager (Scotland) will manage the project's sub-contractor Citizens Rights Scotland to ensure Settled's L2 service is accessible to those most in need, including where language support is needed, and that less expert work is delegated efficiently.

The postholder will make external referrals as appropriate and will contribute knowledge and skills to local networks.

Legal supervision and second-tier advice will be available to this project from JustRight Scotland / Seraphus for the equivalent of one day per month.

Responsibilities

Providing advice services

The Immigration Advice Manager (Scotland) will advise/represent approx. 300 complex cases in Scotland each year (personally or through managing a L2 volunteer team) accepting referrals from Citizens Rights Project and Settled, and where capacity allows from external organisations, prioritising the most vulnerable cases. Advice will be online, by telephone and zoom, and where appropriate face-to-face.

Topics are likely to include:

- Late applications to the EU Settlement Scheme by those who missed the deadline where the case is complex.
- Complex cases transitioning from Settled to Pre-Settled Status and seeking solutions for those who fail to make this transition.
- Challenging refusals under the EU Settlement Scheme where there are grounds to do so: seeking administrative reviews of decisions, lodging appeals and assessing whether to refer to another provider.
- Zambrano cases (and other derivative rights).
- Complex requests for family members to join EU citizens in the UK.
- Applications for legal aid including exceptional case funding.
- Applications for citizenship (where there is a compelling need & if capacity allows).

The postholder is likely to be working with EU citizens who have problems proving their immigration status online, and/or problems accessing rights e.g. to benefits or healthcare. Other Settled/Citizens Rights Project staff and volunteers will endeavour to address these issues but the postholder will need to maintain a good working knowledge.

Managing the role of level 2 volunteers in service delivery

The Immigration Advice Manager (Scotland) will:

Manage and develop a team of OISC Level 2 volunteers and work closely with Settled's Volunteer Manager to ensure that this team is supported and replenished as needed with suitable candidates.

Carefully delegate casework to this team - most of whom are working in law firms and/or juggling family responsibilities and generously donate limited time to Settled from their busy schedules.

Manage and supervise the activities of the Level 2 volunteer team, including when delivered in different languages and provide support and guidance.

Follow good practice guidelines on volunteer management, including risk management. Ensure that volunteers understand when to seek expert advice.

Encourage a culture of respect and teamwork between volunteers and staff.

Promote good communication, hold regular meetings, resolve difficulties, celebrate successes and enable volunteers to participate in decision-making processes.

Managing sub-contractor Citizens Rights Project

Settled's sub-contractor Citizens Rights Project will employ, resource and provide management support to 2 staff members in this project:

Outreach and Communications Officer (3 days per week)

Administrative Officer (1 day a week)

who in turn will recruit OISC Level 1 (EUSS) volunteers in Scotland.

The Immigration Advice Manager (Scotland) will ensure that the work of the Citizens Rights Project posts is in accordance with Settled's working practices

and complies with the needs of the project and the requirements of the funding agreement.

Citizens Rights Project will provide appropriate materials to reach and inform EU citizens about their rights and about the service offered by this project, and that these are translated as required.

Citizens Rights Project will identify, reach and refer appropriate clients and provide language support and other wrap-around support (eg phoning other organisations) so that Immigration Advice Manager's time is used efficiently. In return the Immigration Advice Manager (Scotland) will provide ad hoc advice and guidance so that Citizens Rights Project carry out work to a high standard.

Working with regional providers

The Immigration Advice Manager (Scotland) will:

Ensure that Settled and Citizens Rights Project use connections in Scotland to engage grassroots, expert and statutory organisations to reach isolated individuals and establish referral pathways.

Maintain good relations with other related organisations and professional networks and contribute knowledge and skills to enhance local provision.

Build relationships with local specialist immigration providers for mutual support and to maximise impact.

Supporting advice-giving at Settled

The Immigration Advice Manager (Scotland) will:

Work supportively within Settled's busy staff team.

Be an important resource for Settled Service Co-ordinators and through them the network of 100+ volunteers that they manage. Provide expert advice and guidance and respond to queries so that they can confidently deliver advice services to a high standard and develop their own knowledge and skills.

Monitoring and reporting

The Immigration Advice Manager (Scotland) will:

Keep appropriate case records including outcomes and referral pathways, through a secure electronic case record system, in accordance with OISC requirements.

In collaboration with Settled's Volunteer Manager, keep appropriate records of volunteering activities for internal monitoring processes and reports.

Collect quantitative and qualitative information on service reach and outcomes, including feedback on our impact from clients, staff, volunteers and partners.

Produce reports for internal monitoring processes and for funders.

Otherwise contribute to the sustainability of Settled

The Immigration Advice Manager (Scotland) will:

Participate in internal meetings and planning processes and contribute to organisational development during a period of substantial change.

Manage expenditure in accordance with Settled's financial management policies and ensure reasonable care is taken of Settled equipment at events.

Arrange own travel as needed.

Seek funding opportunities e.g. from companies with EU citizens among their employees or local authorities with EU citizens among their residents.

Attend Settled's annual general meeting.

Be an ambassador for Settled, helping to communicate its achievements and vision to a wider audience.

Undertake ad hoc tasks compatible with the role in order to ensure the smooth running of the service and the organisation.

Person Specification: Immigration Advice Manager (Scotland)

Professional knowledge, skills and experience

1. Expertise to provide an immigration advice service at OISC level 2 (i.e. already an OISC Level 2 immigration adviser, or close to becoming one or a solicitor). Good general knowledge of immigration with specific knowledge of the legal framework affecting EU citizens in the UK. Able to undertake appeals and able to judge when to refer cases elsewhere. General knowledge of the rights of EU citizens to benefits, healthcare etc.
2. Excellent management skills. Ability to build and manage a responsive new service, effect change and deliver outcomes in accordance with the requirements of a funding agreement. Ability to manage, motivate and mentor staff and volunteers in accordance with best practice. Understands the complexities of delivering services in a range of languages.
3. Ability to work collaboratively with internal and external colleagues, share workloads and delegate/refer effectively. Experience of working positively with grassroots communities, lawyers and government officials.
4. Ability to record and analyse data and sharing learning from Settled's services, taking appropriate account of confidentiality.

Personal skills/qualities

1. Honesty and integrity, commitment to equal opportunities, good listening skills and personal warmth: can work ethically and sensitively with clients, colleagues, volunteers and supporters.
2. Positive, proactive and well-organised. Able to lead responsibly.

3. Ability to work supportively and effectively in a national charity with a busy team of staff and volunteers. Flexibility to vary working hours in order to respond to deadlines or opportunities. Resilience under pressure.

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