

Job Description

- **Location:** Office based (Bethnal Green) and remote working
- **Job Type:** Full time - 35 hours
- **Duration:** Permanent
- **Salary:** £35,946 (NJC 28, inclusive of London Weighting for London based post)
- **Deadline:** Midday 27th October 2021
- **Interviews:** 1st November 2021

Job purpose:

Working as part of the Advice Management Team, you will coordinate Praxis Open Access project, providing supervision and support to a team of OISC level 2 immigration advisors. Praxis Open Access project offers advice and casework to migrants at risk in London, including a provision to Tower Hamlets residents. This service is delivered through a mixture of channels including telephone, face-to-face, and drop in (currently under review).

You will hold a small caseload of cases (equivalent to FTE 0.2) working with non-UK migrants at risk because a lack of secure of immigration status and/or No Recourse to Public Funds condition. You will provide legal expertise and OISC supervision to the team, monitor the service delivery model to ensure it is reaching those most vulnerable, and contribute towards service development.

Staff reporting to this post:

Advice staff (up to 5 FTE equivalent post) and Open Access volunteers.

Key responsibilities

Project Management and Quality

- To support the Advice Manager by providing supervision, direction and guidance to staff and volunteers within the OISC regulatory framework.
- To develop, implement and manage service delivery models which maximise access for the most vulnerable groups
- To project manage the service, ensuring it meets funding targets.
- To produce reports to funders and stakeholders.
- To ensure compliance with OISC and SRA standards including overseeing training plans, PDPs and CPD hours and carrying out case file reviews for advisers and volunteers.
- Oversight of all L1 and L2 casework carried out by advisers and volunteers including oversight of all applications submitted to the Home Office.

- To undertake a caseload of strategic/complex cases feeding into Praxis advocacy strategy and meeting the requirements of OISC accreditation.
- To develop systems and protocols to ensure services are running efficiently and meeting regulatory requirements.
- To play a role in strategic and operational planning and day to day management of the service.
- To remain up to date with a range of legislative and policy frameworks appropriate to the work of Praxis including immigration, human rights, social welfare and health.

Information and Training

- To ensure relevant staff and volunteers are kept up to date through regular briefings and training on key issues.
- To provide reports on services and contribute to fundraising as required.
- To take responsibility for the development of briefings and information in different formats appropriate to different audiences.
- To provide second tier advice and information to staff in the voluntary and statutory sector as required.
- To design and deliver training seminars for the wider voluntary and statutory sector.

Development and participation

- Participate fully in individual supervision, training, reflective practice and appraisal;
- Contribute to our anti-racism programme and the identity of Praxis as an anti-racist organization;
- Attend regular team meetings and participate in other advice and staff team commitments and meetings as necessary;
- Work with colleagues in Praxis to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants;
- Attend training and share learning and good practice with other Praxis staff;
- To contribute to the development of Praxis training programme and facilitate trainings, workshops or other capacity building activities.
- Participate in Praxis' events, away days, and contribute to publicity work, strategic development and advocacy where appropriate;
- Contribute evidence and case studies for funding applications and reports as necessary.

Person Specification

Please address points to be assessed in the application (A) in your personal statement, further points will be assessed in the interview (I).

Application = A; I = Interview

Person Specification	Essential or Desirable	Assessment Method
Education and qualifications		
1. OISC L2 essential. OISC L3/Law Society L2 Senior Immigration & Asylum Caseworker accreditation desirable.	E	A
Knowledge		
2. Excellent knowledge of the immigration system, of access to justice and of access to services for migrants in the UK	E	A+I
3. Excellent knowledge of policy and legislation relating to refugees and migrants at a collective and individual level.	E	A+I
4. Good understanding of NRPF and destitution issues for both non EEA and EEA migrants.	E	A+I
5. Understanding of housing and support provision for destitute migrants	E	A
Experience		
6. Experience providing OISC supervision (up to OISC level 2/SRA L1).	E	A
7. Experience producing report to funders/funding bodies and managing budgets.	E	A
8. Experience working in a drop-in or fasted paced casework environment.	E	A + I
9. Experience of carrying own caseload and providing generalist and/or immigration advice & casework (up to OISC Level 2/) (including EUSS work).	D	A
10. Good up-to-date working knowledge of housing and homelessness and welfare benefits legislation, policy & services.	E	A
11. Experience of developing policies, procedures and guidelines in relation to complex casework	D	A
12. Experience of delivering training on range of fast-changing current advice & casework issues	D	A
13. Experience contributing to policies and procedures and maintaining quality assurance marks	E E	A+I A
14. Experience of successful partnership working	E	A+I
15. Experience of working in the voluntary or community sector	E E	A A
16. Experience providing support and supervision to volunteers.		
17. Experience delivering advice services remotely		
18. Experience of line management and supporting staff development		
Skills		

19. Ability to work as an effective team member	E	I
20. Ability to relate well and communicate clearly and respectfully with a diverse group of people	E	I
21. Excellent online research and analytical skills	E	I
22. Excellent spoken and written English and the ability to analyze complex written information and communicate it effectively	E	A+I
23. Ability to work competently with client management system databases and to monitor recording, report accurately and analyze data as needed	E	I
Other		
24. Commitment to working with vulnerable migrant and refugee clients	E	I
25. Commitment to working in an anti-racist, inter-cultural environment	E E	I I
26. Commitment to Praxis aims, values and ethos	E	I
27. Commitment to maintaining client confidentiality and delivering a high-quality professional service	E	I