



in West Sussex
North South East



Job Description

Role	Trainee Immigration and Generalist Advice Caseworker
Reporting to	Project Lead /Service Delivery Manager
Salary	£24,500 rising to £29,000 when reaching key milestones
Hours	37 hours per week
Contract term	Permanent
Location	Crawley with outreach
Team overview	A member of the client services team working on Crawley Connects and supporting wider advice projects.
Role overview	<p>This role will begin as a trainee advisor and over a 2-year period achieve OISC Level 2 Immigration status and MAPS accredited debt, Energy Level 6 and AQS casework supervisor competency level.</p> <p>This will involve completing regular training to deliver advice and casework to residents in Crawley predominantly on immigration matters and providing legal options and links to support in cases of domestic abuse.</p> <p>It is expected that after 2-years the post holder will be fully qualified and able to lead key areas of advice work.</p>

Main responsibilities	Key elements/Tasks
<p>To provide advice and casework to Crawley Residents through a range of channels</p>	<ul style="list-style-type: none"> ● Undertake holistic advice assessments and provide options so clients make informed choices on areas including: Debt, Benefits, Housing, Immigration. ● Undertake debt assessments, advise on debt remedies, complete benefit calculations and income maximisation, complete applications and advise on challenges where there is merit. ● Empower clients and signpost, refer or provide casework support where appropriate to achieve successful outcomes. ● Follow case management procedures including within the AQS framework, ensuring timely confirmation of advice letters, pre and closure letters, keeping in touch, meeting key dates and deadlines, ensuring feedback is received. ● Ensure advice is provided within levels of competency and refer to supervisors as needed. ● Use digital tools to manage casework and referrals. Use a range of channels to provide advice including but not limited to telephone, video, email, and in person. ● Use appropriate legal remedies in line with competency including options such as pre-action protocols, maladministration orders. ● Support access to holistic support including employment skills, volunteering, mental health support, domestic abuse support. ● Provide follow up, confirmation of advice in writing and additional information as needed. ● Undertake income maximisation checks, debt assessments for all cases and ensure appropriate funder coding. ● Attend outreach locations in community settings within Crawley and support delivery of information sessions ● Take a proactive approach in identifying discrimination issues and providing appropriate advice and support ● Maintain accurate and timely case notes, referral records and data recording including outcomes.

Project delivery	<ul style="list-style-type: none"> € Work with stakeholders and foster relationships of trust in promoting referrals to the project. € Ensure targets are met and support wider funding streams. € Support the team with blogs, case studies, social media information, webinars and other digital work to support partners and the public € Ensure deadlines and contractual targets are met € Work with other teams including providing cover when needed. € Support with media requests.
Policies and procedures	<ul style="list-style-type: none"> € Ensure internal policies and procedures are followed including data protection, health and safety € Follow our policies including safeguarding, lead on domestic abuse referrals to legal and/or Social Services Support. € Maintain internal and external advice code of conducts
Leadership	<ul style="list-style-type: none"> € Demonstrate leadership through role modelling our policies and values. € Develop and deliver supervision skills including volunteer management, quality checking and team leadership. € Support wider team with raising quality standards through training, shared best practice, quality checking and community of practices.
To deliver a high-quality service	<ul style="list-style-type: none"> ● Ensure the advice framework and quality of advice approach is used when undertaking work. ● A commitment to quality through excellent customer service skills with a person centred approach ● Ensure timely, accurate and up to date records are maintained including client profile, casework recording and outcomes.

	<ul style="list-style-type: none"> • Ensure legal and policy compliance to internal and external quality standards and respond to quality actions. • Undertake quality checks of others work including file reviews. • Actively gain client feedback on the service.
Maintain continuous professional development	<ul style="list-style-type: none"> • Successfully complete the advisor training and OISC Level 1 and 2 programme and associated training. • Complete MAPS and Energy Advice accredited training. • Complete training to achieve generalist advisor status and supervisory status. • Ensuring training maintained on mandatory courses and own subject area, at least 16 hours CPD per year. • Independently lead on personal development and support the development of others.
Research and Campaigns	<ul style="list-style-type: none"> • Support the research and campaigns work by completing evidence forms for all relevant cases, accurate recording, case studies, sharing insight and identifying new and ongoing issues and trends, informing research and supporting work to improve the system for clients • Ensure data is captured including advice issues (AIC codes), outcomes and profile data • Identify and write case studies and provide other evidence to support local and national influencing work
Other Duties & Responsibilities	<ul style="list-style-type: none"> • Travel across West Sussex and to other locations as may be required • Support and actively engage in fundraising activities across CAWS as necessary including supporting the management team to develop business cases and funding applications • Carry out any other tasks which may be within the scope of the role to ensure the effective delivery and development of the service



Person specification

Qualifications and standing

- English and Maths competency at GCSE Level 4/C/Level 2 Functional qualification or able to demonstrate through assessment and commit to achieving Level 2 Functional qualifications.
- Meet the immigration advisor requirements of DBS and either British national or have at least 18 months work to visa status remaining after OISC 2 examination.

Essential Knowledge and Experience

- A demonstrable understanding of our charity aims and objectives.
- At least 1 year's recent experience of working with the public in a paid or voluntary capacity
- Able to demonstrate an understanding of the issues communities in Crawley face and in particular residents from a migrant background

Essential skills and behaviours

- Able to work under pressure and meet stretching targets whilst retaining quality
- Able to demonstrate personal resilience in working with vulnerable residents currently or previously experiencing domestic abuse, refugees and hardship.
- A self-starter who can learn new concepts, legislation and rules quickly
- Able to follow a process and apply attention to detail
- Excellent communication and negotiation skills, able to quickly build trust and ensure complex information is understood by clients and third parties
- Excellent IT and digital skills, able to self-administer confidently and use tools to organise your work including Outlook, Word, Excel, PowerPoint, Teams, SharePoint and client data base systems
- Able to travel independently across locations in Crawley

Attributes and Values

- To challenge discrimination and uphold equity, diversity and inclusion values
- Able to demonstrate a commitment to the learning pathway
- Demonstrate leadership skills

Desirable

- Have recent experience in delivering independent advice, information or support in a subject area e.g. generalist, housing, welfare benefits, employment, debt or immigration.
- A legal qualification such as LLB or SQS, OISC level 2/3 or BTEC 3 in advice and guidance
- Experience of delivering independent advice/casework
- Experience of working with and supporting volunteers