

Immigration Adviser (OISC Level 1 Essential; OISC L2 Desirable) – Job Description

Responsible to	Advice co-ordinator
Location	Hybrid (Praxis office in Bethnal Green, drop-ins in Havering and Newham and remote working)
Contract	Fixed-term until 31 March 2025
Hours	35 hours per week (Full-time)
Salary	NJC 20 - 25: £ 34,308 - £37,957 inclusive of London Weighting (pro rata)

About us:

Praxis is a charity for migrants and refugees. Our direct services support people in London, and our training and campaign work has national and international impact. Our core purpose is to help migrants in crisis or at risk, ensuring they can live in safety, overcome the barriers they face, and take control of their own destinies. From our East London base, we strive for a world where people are not defined by their immigration status, and everyone is treated with dignity and respect.

Purpose of the role:

To provide immigration advice and casework for people in Havering and Newham who have insecure or uncertain immigration status. The project is funded by Havering and Newham local authorities and will include advice and casework for residents who attend One-Stop shop advice sessions and people referred by social services.

Praxis has an established track record of delivering immigration advice in Newham and this project builds on this, whilst also expanding the organisation's immigration advice provision in Havering. This post will deliver immigration advice and casework to residents of Havering and Newham with a wide range of different immigration advice needs and support issues. The project will be responsive to emerging needs and ensure the service is accessible to highly marginalized individuals. There will be a referral process for social workers to refer families with no recourse to public funds (NRPF) who are supported by the Local Authority.

The post holder will provide remote, office-based and, where appropriate, outreach-based one-to-one specialist immigration advice, casework and practical support to migrant and refugee clients. In addition to this, a core component to the work will be staffing weekly immigration advice drop-in sessions at One-Stop shops in Havering and Newham. The work will require engagement with local organisations and local authorities to maximise available support.

The post holder will need to be able to step immediately into a busy advice environment with the

necessary confidence, skills and knowledge to deliver specialist advice, casework and support with minimal supervision.

Relationships:

Reports to the Advice coordinator, works closely with colleagues across the advice team at Praxis. Line management of volunteers allocated to the project.

Key responsibilities:

Service Delivery

- Provide one-to-one specialist advice (including immigration advice to OISC L2) and support to Havering and Newham residents;
- Provide thorough follow-up casework (including immigration casework) and support where appropriate;
- Attend weekly drop-in sessions in the community alternating between Havering and Newham
- Manage own caseload, keeping clear, accurate and timely records of all work done;
- Provide appropriate signposting, referrals and active referrals where possible and appropriate;
- Actively develop professional relationships and referral links with law centres and solicitors' firms, and refer/signpost clients to other services and agencies as appropriate;
- Make full use of a range of technology to engage with clients remotely, whilst providing outreach where necessary.
- Attend and contribute to relevant fora and networks (virtual and actual) as necessary.

Capacity Building

- To share good practice, knowledge and experiences with partners to achieve best possible outcomes for those accessing the service.
- Create and maintain effective partnerships in order to undertake joint work with partner organisations, voluntary organisations, law firms and public bodies, etc.

Casework management and monitoring

- Manage your own caseload, keeping clear, accurate and timely records of all work done;
- Produce reports for funders and internal reports;
- Assist in evidencing the impact of work done, including recording detailed and clear case notes on our database, monitoring outcomes against project targets;
- Contribute to provision of project information, regular case studies and other detailed information and reports as required;
- Ensure that work is monitored and evaluated and quality assured to meet internal and external requirements;
- Carry out administrative tasks (filing, expenses, petty cash etc.) to support your own work and that of the team;
- Peer to peer casework supervision as required.

Development and participation

- Participate fully in individual supervision, training, reflective practice and appraisal;
- 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.

Working with volunteers

- Manage and supervise the casework of advice volunteers/interns (including those who are registered with OISC and require OISC supervision and file review).

Take on other duties consistent with the nature of the post and that may arise as the service develops.

PERSON SPECIFICATION

When completing your cover letter, please ensure that you respond to each numbered requirement marked 'A' as this is what will be assessed and scored for shortlisting. If you do not tell us clearly how you meet the requirement, we will not be able to give you a score for it.

A = Application form

I = Interview

Person Specification	Essential or Desirable	Assessment Method
Education and qualifications		
1. Accreditation at OISC Level 1 (Asylum & Immigration)	E	A
2. Accreditation at OISC Level 2 (Asylum & Immigration) (or higher)	D	A
Experience		
3. Minimum 6 months experience providing immigration advice and casework	E	A
4. Experience providing generalist advice and support (benefits, housing etc.)	D	A+I
5. Experience of frontline working in the voluntary or community sector providing services to clients at risk	E	A+I
Knowledge		

6. Good understanding of general immigration issues affecting asylum seekers and migrants and of the key statutory bodies in the UK involved in the asylum determination process	E	A+I
7. Knowledge of the legal aid framework for onward referrals and project development purposes	D	A+I
8. Insight into the needs, experiences and hopes of undocumented migrants and/or those with No Recourse to Public Funds and the barriers they face accessing support.	E	A+I
9. Insight into the difficulties faced by those who have experienced homelessness and/or complex needs, including those who have slept rough.	E	A+I
10. Awareness of Home Office policies relating to gender, LGBTI issues, domestic violence and trafficking	E	A+I
11. Awareness of safeguarding principles and procedures, as they relate to children and vulnerable adults with uncertain immigration status	E	I
Skills		
12. Ability to represent Praxis at different levels and build relationships with different stakeholders and other legal professionals.	E	A+I
13. Ability to step into pressurized advice environment and provide high-quality advice and follow-up casework with minimal supervision.	E	I
14. Ability to deliver training in-house and to external partners.	D	A
15. A flexible and creative approach to developing legal advice provision for hard to reach groups.	E	A+I
16. High level of spoken and written English and the ability to write reports/case studies, applications and representations, and analyse complex information and communicate it effectively.	E	A+I
17. Ability to monitor and report against project targets and communicate effectively with funders and stakeholders.	D	A+I
18. Ability to train, support and supervise volunteer team members, junior colleagues and work in partnership with interpreters.	D	A+I
19. Excellent online research and analytical skills in order to research case law and country of origin information.	E	I
20. Ability to use standard client and case management databases and ability to adapt quickly to new software	E	A+I
Other		
21. Ability to plan and manage your own workload	E	A+I
22. Commitment to uphold the values, aims and policies of Praxis in every aspect of your work.	E	A+I

23. Understanding of and commitment to the principles of confidentiality, impartiality, non-directive advice, and equality of opportunity	E	A+I
24. Ability to speak a community language	D	A
25. Lived experience of the impact of immigration policies	D	A+I

Our Values

These are the values everyone at Praxis is expected to work according to. Candidates are required to support, uphold and sustain these values.

These will be assessed at the interview and are included here to inform you.

We Strive for a better way

We are ambitious and bring a questioning spirit to help us make progress

Everyone belongs here

We create respectful, empathetic relationships that ensure everyone feels valued and seen

We learn together

We make space for individual and collective learning so we can elevate our impact

We listen to the needs of our community

We always start with the insight from the people we support