

Job Title:	Immigration caseworker IAA Level 2
Responsible to:	Immigration casework manager; Director
Status:	Part-time 2 - 3 days pw
Contract:	Initially 12 months, becoming permanent subject to funding
Hours:	14 - 21 hours per week
Location:	Office-based & remote as needed
Salary:	NJC pay scale SP20 – SP30 (£31,586- £39,513) according to experience and IAA Level
Holiday entitlement:	25 days per annum pro rata, with 1 additional day per annum for every completed year of service up to a maximum of 30 days

Background:

Voices in Exile is a registered charity that works with refugees, asylum seekers and vulnerable migrants with no recourse to public funds in Brighton & Hove, East and West Sussex. We offer practical and legal support including generalist advice and specialist immigration casework for those who would otherwise be unable to access justice. As part of our holistic approach we also advocate for, accompany and enable people to access services, connect with communities, and develop their own potential through a programme of learning and creative activities. Post holders will form a key part of a small, committed team working to develop Voices' services and activities at a critical point of growth for the organisation.

Job purpose:

We are looking for someone for a demanding but rewarding role at Voices in Exile as an immigration caseworker either accredited at IAA L2 or higher, or both accredited at Level 1 and experienced at delivering Level 2 casework under supervision, and able to achieve Level 2 accreditation within 6 months of starting the role. The post holder will be flexible and skilled, with an essential interest in and experience of working with migrant and refugee clients, many of whom have additional complex needs. You will work closely with advice and casework team to provide one-to-one specialist immigration advice and casework to migrant and refugee clients in Brighton & Hove and across East and West Sussex in the areas of immigration & asylum up to IAA L2. We actively welcome applications from those with lived and relevant experience – please see the key responsibilities and person specification below.

We are currently the only free, Level 2-accredited, year-round provider of out-of-scope immigration advice on the South Coast, and increasing local immigration capacity is critical to address growing demand and changing demographics in the region. Our current core caseload is largely non-EEA nationals whose immigration cases are out of scope of legal aid. However we are also seeing and will continue to see new arrivals and emerging needs in the region including Afghans resettled under the ARAP and ACRS schemes, Sudanese evacuees, EEA nationals who still have not registered for pre-

settled or settled status, and an increasing number of both newly arrived and established asylum seekers placed in emergency ('contingency') and dispersal Home Office accommodation.

The balance of time spent between different client groups and cases will therefore need to be responsive to the changes we see in the city and region. Many of our clients also have complex additional needs including health and homelessness and the post holder will be expected to liaise closely with our generalist caseworkers and external providers to ensure that people's holistic needs are met.

Voices in Exile is currently at the beginning of a very exciting project partnering with [Jo Wilding](#), Associate Professor in public and migration law and co-lead at the Migrant Law Clinic at the University of Sussex. We aim to create a sustainable relationship between VIE and MLC which offers a more structured pipeline for new immigration advisers and a training route into the sector for graduates, while also demonstrating the value of this model for training and capacity building. In addition to carrying your own small caseload, you will work alongside our existing Level 2 immigration advisor and our Advice and Casework manager to train and support a small group of undergraduates in the 3rd year of their Law degree at Sussex. As part of our immigration team, you will also participate in the set-up stage and evaluation of the project as we co-develop the programme with Jo.

You will work as part of a small, supportive advice and casework team that also includes two generalist advice caseworkers, another IAA Level 2 immigration caseworker, an advice and casework manager and two part-time food bank staff. The wider Voices' team also includes a groupwork facilitator, four dedicated resettlement caseworkers, an ESOL and Employability tutor, two part-time childcare support staff and the resettlement manager, who are supporting newly resettled refugee families mainly from Afghanistan.

Regular supervision and support and in-house and on-the-job training will be provided, as well as external training on specific issues where needed. However, you will need to be ready to step immediately into a busy advice environment with the necessary confidence, skills and knowledge to begin to deliver advice and casework and pick up an existing caseload.

Postholders will need to have the right to work in the UK.

Hybrid working and what we're like to work for:

Working from home and flexible working arrangements are negotiable but we aim to be as flexible as possible within the limits of safety, team cohesion and operational need. Individual working arrangements can be discussed with your line manager and/or our director, but this post will be largely office-based.

We have a work culture that is friendly, welcoming and inclusive, and we take staff wellbeing seriously. Clinical supervision is provided for all frontline workers and we make time for collective care and peer support within our working hours.

Reporting to this post:

Volunteers

Key responsibilities:

- Provide one-to-one immigration advice (to IAA L2) and support to migrant and refugee clients in Sussex by phone, email and face-to-face;
- Conduct initial holistic assessments and make appropriate internal and external referrals to address people's holistic needs & strengths;
- Provide thorough follow-up casework and support where appropriate and carry a caseload of ongoing immigration casework under the supervision of the casework manager;
- Actively develop professional relationships and referral links with law centres and solicitors' firms, and refer/signpost clients to other legal services & agencies as appropriate;
- Assist in devising and delivering in-house training for trainee and volunteer advisers;
- Manage own caseload, keeping clear, accurate and timely records of all work done using case management system AdvicePro and other internal recording systems, and ensuring that work is monitored, evaluated and quality-assured to meet internal and external requirements;
- Assist in evidencing the impact of work done, including recording, monitoring and reporting against project targets, regular case studies and other information & reports as requested;
- Work with the advice and casework manager to develop & maintain clear case management systems, policies and procedures;
- Attend & contribute to relevant fora & networks (virtual and actual), including liaison with local refugee and migrant community groups and networks;
- Attend regular team meetings & participate in other advice and staff team commitments and meetings as needed;
- Participate fully in individual supervision, training, appraisal and collective care and wellbeing;
- Work with colleagues in Voices in Exile to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants;
- Carry out other duties as required.

Person Specification	Essential/ Desirable
Qualifications/level of experience	
1. A relevant qualification <i>or</i> lived or professional experience in one or more of the following areas: advice giving, law, migration studies or related field.	E
2. IAA Level 1 immigration & asylum accreditation	E
3. IAA Level 2 immigration & asylum accreditation	D
Experience	
4. Minimum 1 year's experience of providing advice, casework or similar support to migrants or other vulnerable/at risk clients in a frontline service or casework environment	E
5. Experience of IAA L1 immigration casework, including actively making and following up immigration applications on clients' behalf	E
6. Experience of IAA L2 immigration casework	E

7. Experience of advocating effectively and clearly on a client's behalf with statutory and other agencies	E
8. Experience of working in the voluntary or community sector	D
9. Lived experience of the UK immigration system	D
Knowledge	
10. Good general knowledge of issues faced by refugees and migrants in the UK	E
11. Good up-to-date knowledge of the immigration system and of barriers to access to justice for migrants in the UK	E
12. Good up-to-date working knowledge of access to services for migrants in the UK, and in Brighton and Hove in particular	D
13. Good awareness of gender & LGBTQI issues as they intersect with immigration & asylum	D
14. Good awareness of mental health and issues relating to trauma	D
15. Good awareness and understanding of current safeguarding law, policies and procedures	D
Skills & qualities	
16. Ability to step into pressurised advice environment and take on one-off advice and casework with minimal supervision	E
17. Ability to plan and organise own work and meet deadlines	E
18. Ability to interview clients sensitively, clearly and accurately in partnership with interpreters to diagnose and prioritise client needs	E
19. High level of spoken and written English, and the ability to analyse complex written information and communicate it effectively	E
20. Excellent online research and analytical skills	E
21. Ability to work as an effective team member and to relate well and communicate clearly and respectfully with a diverse group of people	E
22. Personal resilience and the ability to maintain clear professional boundaries and manage expectations	E
23. Ability to work competently with Microsoft Office ICT packages including case management systems and Excel; and to be administratively self-servicing	E
24. Ability to speak another relevant language	D
Other	
25. Commitment to working with migrant and refugee clients	E
26. Commitment to ViE aims, values and ethos, including working in an inter-cultural, multi-faith environment	E
27. Commitment to maintaining client confidentiality and delivering a high-quality professional service	E