

St Augustine's is looking for a

Immigration Advisor *22.5 hours per week*

Who are we?

St. Augustine's Centre in Halifax has been working with diverse communities for over 50 years, and has become Calderdale's specialist support centre for people seeking asylum and those with Refugee status, alongside other local people who need our services. We offer a warm welcome and safe space to people seeking support and sanctuary; together we share food, stories and build relationships.

We provide welfare and specialist immigration advice, training, campaigning, English classes, cultural activities and volunteering opportunities. We are currently working with over 600 individuals and families in our local community of Park Ward and across Calderdale.

Our work is driven by five values:

1. **Sanctuary:** we provide a welcoming, inclusive and safe space for all, without judgement.
2. **Community:** we share food, stories and build relationships together.
3. **Diversity:** we respect our differences and celebrate our unique contributions. As equal citizens of the world, we enrich Calderdale.
4. **Collaboration:** we do things with, not for people. We listen to and respond to those who come through our doors. 'Nothing about us without us.' We work in partnership to overcome injustice and inequality.
5. **Growth:** we empower one another to uphold our human rights and reach our potential, by learning and thriving together.

You can find out more about us here: <https://www.staugustinescentrehalifax.org.uk>
@infostaugs <https://www.facebook.com/StAugustinesCentreHalifax>

An exciting moment in time

St Augustines is at a pivotal point in its history. Our new Centre Lead, Sara Robinson, started in March 2020, followed quickly by lockdown which resulted in significant changes to our services. The focus over the last year has been on continuing to support our centre users safely, growing financial sustainability and building staff capacity. For more information about how we responded to the first few months of the pandemic please read our 'lockdown report' [here](#).

Our trustee and board team are currently exploring the vision and objectives for the next five years and a strategic plan will be created by Summer 2021. The Immigration Advisor will be able to influence those plans. The following changes are already in development:

- Greater provision of cultural activity alongside the well-established welfare and support provision
- Extension to the Support building to create a bigger, safer, fully accessible reception area, toilet and additional gathering space
- Increased involvement with 'experts by experience' across all our work and decision making processes
- Clearer partnerships with other local providers and referral processes
- A new website and refreshed brand
- Introduction of a CRM system
- Clearer support for our many volunteers
- Expansion of the immigration service – and that's where this role comes in...

We are passionate about providing high quality, free immigration advice to the most disadvantaged and excluded in our community. St. Augustine's have rapidly developed their offer of OISC regulated immigration advice over the past 5 years and we are excited to see this provision continue to grow and develop enabling us to meet the needs in our community.

Who are you?

We are looking to recruit someone who is registered at OISC Level 1, and we would consider recruiting someone who is awaiting exam results following an OISC assessment.

You will be delivering advice specifically on Refugee Family Reunion, helping people to reunite with loved ones they have been forced to leave behind. This project is part of an exciting new Yorkshire wide partnership project working closely with the Helena Kennedy Centre Refugee Rights Hub (HKC) which is based in Sheffield. This three day a week role is based with us at St Augustine's Centre.

The project started at the end of January 2021 and provides free at the point of use advice and support to refugees across Yorkshire. There are two in-house solicitors, based at the HKC Refugee Rights Hub, who will support the wider project and undertake appeals and strategic litigation to further define and improve policy, practice and case law.

This is a chance to work with a fantastic staff team and wider community of people. We will provide on the job support, additional training as required and free hot lunches! You will be line managed by Becky Hellewell, our Head of Support & Immigration, and work closely with Nikki Clarke, our OISC Level 2 Caseworker, as well as the wider team. You will also receive additional support and supervision from the project Director, Clare Tudor, and others from the HKC Refugee Rights Hub.

Key information about the job

- £11.50 per hour (equivalent to £22,126 per year full time)
- 22.5 hours a week to start as soon as possible. Days/hours to be negotiated.
- You'd need to be able to work in our buildings at Hanson Lane as well as from home. We are working hard to keep within strict Covid safety guidelines and as part of that, we currently encourage people to work up to a *maximum* of 50% from home.

- Occasionally the Family Reunion work will involve working in other sites across Yorkshire and the Humber (travel and associated costs will be covered).
- Probationary period of 3 months.
- 20 months fixed term contract (May '21 – end Dec '22).

Interested?

Take a good look at the full Job Description and Person Specification below to see if you are the right person for the role.

How to apply: Please write us a letter of application, setting out on no more than 3 sides of A4 the following:

- 1) why you want to work with the St Augustine's team and Helena Kennedy Centre Refugee Rights Hub (HKC)
- 2) what you bring to this role
- 3) how your experience, knowledge and skills fit the role and person specification
- 4) two referees

Submit your letter, along with your CV to us via email:

becky.hellewell@staugustinescentrehalifax.org.uk by **5pm on Monday 26th April**

You will be notified if you have been shortlisted for an interview by 5pm Wednesday 28th April. Interviews by zoom will take place on Friday 7th May. Referees will only be contacted following the interview, subject to being offered the role.

The job description below is an overview of the type of work the successful candidate will undertake and is not an exhaustive list. We will be shortlisting based on what qualities, skills and experience you bring to the role, outlined in the person specification.

As such, please consider how your qualities, skills and experience meet the person specification - either directly or with transferable skills from other sectors/roles - and demonstrate in your responses your knowledge and experience in relation to each of the points.

St Augustine's is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.

We are an inclusive employer. We value difference and recruit by merit on the basis of fair and open competition. We welcome candidates from a range of different backgrounds.

Questions? If you have any questions please contact Becky Hellewell (Head of Support and Immigration), on 077430 45625 or by email

becky.hellewell@staugustinescentrehalifax.org.uk

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|-------------------|--|-------------------------------------|--|
| Job Title | Immigration Advisor | | |
| Employment Status | 20 months fixed term contract (May '21 – end Dec '22). | Hours per week | 22.5 |
| Salary | £11.50 per hour, £22,126 pro rata @ 60% | Holiday Entitlement | 21 days annual leave including bank holidays (35 days pro rata). |
| Line Manager | Head of Support and Immigration | Line Management responsibility for: | None |

Main Objectives

- Be a key member of the Immigration team, assisting the Level 2 Immigration Caseworker at St. Augustine's Centre with administrative and research duties.
- To provide assistance with set tasks for clients applying for refugee family reunion and settlement applications.
- Accreditation at OISC Level 1 in Asylum and Protection is essential. A commitment to sitting future OISC accredited exams.
- Ensure compliance with relevant regulations and accreditations.
- Monitor and report on the work undertaken.
- Ensure that the work conforms to our values, ethos, objectives and charitable obligations, and meets the requirements of funders.

Key Responsibilities

Refugee Family Reunion in partnership with the Helena Kennedy Centre Refugee Rights Hub

- Support the delivery of a unique Yorkshire and Humber wide project.
- Assist with triage calls and actions relating to Refugee Family Reunion referrals.
- Maintain organised client case files on CLIO and scanning of key client documentation.
- Arrange and prepare clients for appointments, sending relevant information in advance.
- Undertake tasks set and supervised by the Immigration Caseworker in relation to country of origin research, requesting previous solicitor files and Subject Access Requests (SAR).
- Communicate with interpreting agencies, to arrange bookings and translation services.
- Assist the Immigration Caseworker with tasks in relation to compiling bundles of evidence and witness statements.
- Liaise with external organisations to assist client applications, with client permission.
- Complete tasks set by the Immigration Caseworker on application form filling, booking visa application centre (VAC) appointments and uploading documentation in support of applications.
- Signpost clients and refer on to other relevant agencies following on from relevant decisions.
- Close and archive client paperwork and electronic files in accordance with current policy.
- Attend project team meetings with the project team at Helena Kennedy Centre Refugee Rights Hub as and when required.
- Contribute ideas and suggestions to enhance service delivery and customer experience.

Administration, Monitoring & Contract delivery

- Maintain client files in an orderly and tidy manner ensuring accurate record keeping on all advice and work delivered.
- Undertake qualitative and quantitative monitoring of the programme, utilising the CLIO & St Augustine's CRM systems
- To assist with the preparation and completion of statistical reports and case studies.

- Assisting to provide monitoring information and reports as part of funding and organisational requirements, and for the Board of Trustees as requested.

General / best practice

- Ensure appointments with all clients are conducted in a sensitive and professional manner, creating a safe, secure and empowering environment
- Be responsible for personal learning and development and undertake training, both mandatory and optional, to increase knowledge, skills and awareness, including training and revision in preparation for OISC exams.
- Adhere to casework procedures and code of conduct set by the OISC, and ensure advice is not provided unless accredited to do so.
- Keep updated with and stay abreast of changes in immigration policy and practice.
- Show a commitment to working alongside those with lived experience of UK immigration and asylum systems to help inform the development of the service
- Maintain confidentiality and treat sensitive issues with appropriate tact and diplomacy, working in accordance with data protection legislation and any other regulations relevant to the area.
- Work flexibly in accordance with the needs of the service which may include undertaking occasional out of hours work as required.
- Participate effectively in supervision with the Director of Helena Kennedy Centre Refugee Rights Hub.
- Undertake any other reasonable duties in line with the responsibilities of this post.

Team member of St Augustine's

- Attend weekly team meetings and annual away days, contributing to organisational development.
- Promote St Augustine Centre's stated values, and ensure policies, procedures and codes of conduct are reflected in daily practice, particularly health and safety and safeguarding.

St. Augustine's Centre Halifax

| Immigration Advisor Person Specification | | |
|---|---|---|
| <i>Attribute</i> | <i>Essential</i> | <i>Desirable</i> |
| Areas of Experience | <ul style="list-style-type: none"> • At least one year working/volunteering in a frontline advice service. • Experience of working with clients using an interpreter • Experience of developing and managing a caseload of clients. • Experience of working in a fast-paced environment with conflicting and competing demands. | <ul style="list-style-type: none"> • Experience of the CLIO case management database • Experience of work in a legal advice setting. • Experienced in refugee family reunion and/or settlement protection applications. • Experience of refugee policy related work • Experience of research in the refugee sector |
| Knowledge, Skills and Abilities | <ul style="list-style-type: none"> • Understanding of the refugee family reunion and refugee settlement application processes and wider refugee related casework. • Excellent interpersonal skills with the ability to warmly engage with and care for others • Ability to deal with information in a confidential manner and respond with sensitivity • Well organised with great attention to detail. • Excellent verbal and written communication skills • Excellent administrative and IT skills, ability to maintain records and produce reports • Understanding of working under the OISC rules, codes and standards • Ability to occasionally work in other sites across Yorkshire and the Humber. | <ul style="list-style-type: none"> • Experience of working alongside experts by experience. |
| Qualifications | <ul style="list-style-type: none"> • Qualified at least to OISC Level 1 in asylum and protection (<i>or</i> waiting on recent examination results). | <ul style="list-style-type: none"> • Qualified up to OISC Level 2 asylum and protection (<i>or</i> waiting on recent examination results) |
| <i>Attribute</i> | <i>Essential</i> | |
| Personal Qualities | <ul style="list-style-type: none"> • Motivated, proactive and committed. • Supportive of the aims, values and ethos of St. Augustine's Centre with a strong commitment to equality and respecting diversity and anti-discriminatory/anti-oppressive practices. • A commitment to working in partnership with centre members. • Approachable, patient, outgoing, prepared to listen to others' point of view. • Commitment to working in a team, and an ability to work independently. . • Commitment to personal development, learning and reflective practice. • Open to change in line with the needs of the service/organisation. • Willing to do an enhanced CRB check. | |