

JOB DESCRIPTION

Employer:	Ashiana Network. A Company limited by guarantee and a registered Charity
Post:	Immigration Adviser
Reports to:	Housing Services Manager
Grade:	NJC Scale SO1 Point 29 + Outer London Weighting
Working Hours:	21 hours per week Overtime will not be paid. Time off in lieu will be granted for any hours worked in excess.
Annual Leave:	20 days per annum plus public holidays (pro rata).

PRIMARY TASK

The post holder will be responsible alongside the Management Committee, the senior Management Team and other workers for the effective running of the Network, in accordance with the Management Policy, ensuring that it meets the needs of South Asian, Turkish and Iranian women who have been made homeless as a result of physical, sexual, emotional or mental abuse. To provide immigration advice, casework and support to migrant and refugee women and girls who have experienced domestic violence.

To be responsible for advocating and advising women in Ashiana's refuge accommodation who have experienced domestic violence, in addition to providing advocacy and advice to women who are experiencing domestic violence through Ashiana's Outreach Service.

The post holder will be expected to demonstrate sensitivity and awareness of BME women and girls cultural and community needs, in all aspects of their duties and responsibilities.

MAIN DUTIES

Agencies

- ☐ To establish, develop and maintain procedures for referring and signposting clients to the relevant services within and outside of Ashiana
- ☐ To be responsible for establishing and maintaining contacts with relevant statutory and voluntary agencies
- ☐ To work with immigration professionals to support complex casework
- ☐ To ensure that relevant organisations are aware of the provision offered by Ashiana and to raise the profile of Ashiana's Advocacy and Advice services in the community by producing and distributing publicity materials
- ☐ To raise domestic violence issues, particularly with regard to BME women and girls
- ☐ To attend relevant case conferences and meetings held by statutory agencies

Case Work

- ☐ Establishing client's immigration history and status through an interview process, in order to provide immigration advice and gather relevant information for casework purposes in relation to their immigration needs and status
- ☐ To liaise with previous statutory and non statutory organisations such as the Home Office and Solicitors, in order to obtain legal documentation relevant to the client's case
- ☐ To advocate and support women through the criminal justice system
- ☐ To update, maintain and store accurate hard copies and computerised files, records and data pertaining to individuals and the overall service
- ☐ Assisting the Housing Services Manager in evidencing the impact of work, including recording, monitoring and reporting against targets

General

- ☐ To maintain confidentiality in all matters relating to Ashiana Network and its service users
- ☐ To attend training as and when required
- ☐ To observe Equal Opportunities, Health & Safety and other policies
- ☐ To carry out any other duties in line with the objectives of the post as requested by the Management Committee or Senior Managers
- ☐ Attend regular team meetings and other team commitments and meetings as necessary
- ☐ Provide and Support management with information and other detailed reports as and when necessary
- ☐ To provide regular supervision and support to staff, working towards obtaining OISC accreditation

Person Specification

Post: Immigration Adviser

Education & Qualifications

- ☐ OISC Level 2 -(**Essential**)
- ☐ University level education-(**Desirable**)

EXPERIENCE

Essential

- ☐ Experience of providing immigration advice & case work (OISC Level 2)
- ☐ Minimum of one year's experience of working with women and girls who have experienced VAWG issues
- ☐ Experience of working with refugees/Asylum seekers and migrants living in the UK on a daily basis and in depth knowledge in regards to the systems and procedures which assist them
- ☐ Experience of providing face to face advice

KNOWLEDGE

Essential

- ☐ To be aware of current Home Office Policies and must have up to date knowledge relating to gender based violence, including immigration policies and any legislations relating to immigration
- ☐ Up to date working knowledge of the immigration system and access to services for migrants in the UK
- ☐ Awareness and understanding of housing benefits and welfare rights
- ☐ Awareness and understanding of housing and homelessness and benefits legislation, policy & services for NRPF
- ☐ Up to date knowledge of family law issues
- ☐ Awareness and understanding of issues faced by refugees and migrants
- ☐ Awareness and understanding of the criminal justice system in relation to domestic violence and family law
- ☐ Awareness and understanding around VAWG issues
- ☐ Knowledge and understanding of equality and diversity in practice and being aware of updates of legislations related to Equality and Diversity

SKILLS & ABILITY

Essential

- ☐ Ability to identify indicators of VAWG issues
- ☐ Ability to interview clients sensitively, clearly and accurately to diagnose and prioritise client needs which includes in depth needs and risk assessments
- ☐ Ability to problem solve and manage conflict
- ☐ Ability to plan, prioritise and organise own work load and meet deadlines
- ☐ Ability to work as an effective team member
- ☐ Ability to have an element of flexibility and adaptability
- ☐ Ability to relate well and communicate clearly and respectfully with a diverse group of people
- ☐ Strong interpersonal skills

- ☐ Ability to monitor and report against project targets & communicate effectively with funders and stakeholders
- ☐ Ability to be analytical
- ☐ Ability to obtain and process information
- ☐ Ability to work competently with Microsoft Office and EXCEL packages
- ☐ Ability to form supportive, professional relationships with clients
- ☐ Ability to communicate effectively in English, both verbally and in writing
- ☐ Ability to work under pressure and meet deadlines
- ☐ Ability to work on own initiative
- ☐ Ability to learn new skills
- ☐ Ability to work as a member of the staff team and within a hierarchical structure.
- ☐ Ability to participate in and make use of supervision from the Senior Management Team
- ☐ Ability to adhere to Ashiana's policies

Desirable

- ☐ Fluent in at least one of the following languages, , Urdu, Hindi, Punjabi, Gujarati, Bengali, Turkish, Farsi or Arabic

Awareness

- ☐ An understanding of the issues effecting young people, particularly BME groups
- ☐ An understanding of the impact of discrimination on the lives of BME women and girls
- ☐ A commitment to equal opportunities in the provision of the Network's services
- ☐ Commitment and understanding of the aims and objectives of the Network
- ☐ Experience in planning, developing and delivering advocacy, advice and support services
- ☐ Experience of working in the voluntary or community sector
- ☐ Experience of multi-disciplinary work including child protection
- ☐ Experience of working with the BME women and girls
- ☐ Knowledge of child protection legislation

CIRCUMSTANCES

Essential

- ☐ The post requires occasional evening and weekend work