



Voices in Exile

Supporting refugees, asylum seekers & those with no recourse to public funds

Job Description: Advice & casework services manager

Job Title:	Advice & casework services manager
Responsible to:	Director
Status:	Part-time, 4 days (f/t a possibility subject to funding)
Contract:	Permanent
Hours:	28 hours (4 days) per week – f/t (35h) a possibility subject to funding
Salary:	NJC incremental pay scale range, entry point SP25 (£35,235 FTE) to SP31 (£40,476 FTE)
Holiday entitlement:	25 days p.a. pro rata, with 1 additional day p.a. for every completed year of service up to a maximum of 30 days
Pension:	5% employer's contribution
Hybrid working:	We offer hybrid working and flexibility as far as possible within the operational needs of the service. We envisage that for this post you would need to be in the office at least 3 days per week.
Support & benefits:	Clinical supervision provided for all frontline staff and casework managers, in addition to flexible working, training & development opportunities and above-statutory holiday & sick pay policies.

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 both 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, build community, and develop their own potential through a programme of learning and creative activities. We are working towards becoming an organisation better informed by lived experience. The postholder will form a key part of a small, committed team working to develop Voices' services and provide a safe, supportive space in which both clients and staff can thrive.

Job purpose:

We are looking for an experienced professional to manage and develop our holistic immigration and generalist advice and casework services, including line management and supervision of relevant staff and volunteers.

Our immigration casework (accredited at OISC L2) provides advice and representation to migrant and refugee clients in Brighton & Hove and Sussex in the areas of out-of-scope

immigration, including private & family life applications; DV cases outside the Immigration Rules; complex EUSS cases; and refugee family reunion, settlement and travel document applications. Our generalist casework covers a range of issues including destitution; asylum support; children's, family and adult social care; welfare benefits; housing & homelessness; access to mainstream and voluntary sector services including ESOL and employability, health and mental health care; and referrals into activities and services that can respond to people's strengths and skills as well as their needs, including our own support groups and volunteering opportunities.

Ideally you will have a background as a practitioner in some or all of these areas; but at a minimum you will have a deep and broad understanding of the current issues involved for migrants & refugees and significant experience in the migrant or advice sectors in the UK, as well as demonstrable management experience and skills. Currently technical (legal) supervision is provided by a generalist casework coordinator and an external OISC/IAA L3 immigration supervisor so, although desirable, legal accreditation is not an essential requirement for the role.

You will line manage a small team of immigration and generalist caseworkers and volunteers including a f/t generalist caseworker, p/t (4 day) generalist casework co-ordinator, and f/t immigration caseworker. You will also be a key member of Voices' management team, along with our director, head of services and resettlement manager. Our resettlement service employs four resettlement caseworkers, a skills and employability caseworker, a groups facilitator and an ESOL tutor to work with refugee families resettled in Brighton & Hove under the various current Afghan and UK resettlement schemes. Other areas of Voices' work include group support activities, an independent food bank, and an active volunteering programme. We currently have a staff team of 20 and an active volunteer base of 50.

You will support the development of our strategic and influencing work, including representing Voices at external networks and stakeholder meetings to advocate on behalf of and alongside our clients and to progress work towards changes in policy and practice where needed.

You will be expected to work with our Head of Services and Resettlement Manager to develop and maintain our casework management system, AdvicePro, to ensure that agreed advice and organisational outcomes are embedded and that staff and volunteers are trained and equipped to understand and provide these. You will be required to monitor and report against projects as needed by both funders and internally for e.g. the director, head of services and trustees.

You will be expected to contribute to broader learning and planning around developing client evaluation, our strategic plan and theory of change, including developing our work on the role of those with lived experience in our organisation.

Regular supervisions will be provided by the director, as well as access to 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 manage a mostly new team through an important transitional moment in the development of our advice and casework services.

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

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

Post-Covid we have developed a flexible hybrid working model that encourages people to spend some of their time working from home and some from the office, depending on the operational needs of the post. However for this post we would expect you to spend most of your time in the office with caseworkers and volunteers.

Working from home and flexible working arrangements are negotiable and subject to regular review. We can provide the kit (IT and phone) where needed to ensure that you can work from home safely and comfortably. We would expect you to have adequate working broadband and data allowance in place at no additional cost to Voices, but are willing to discuss this if it is a barrier for you.

We have a work culture that is friendly, welcoming and inclusive, and we take staff wellbeing seriously. Clinical supervision is available and strongly encouraged, and we make time for collective care and reflective peer support within our working hours. We are a learning organisation and are open to hearing about how we can do better. In the event of another outbreak of Covid or similar health risk, we have clear risk assessments, policies and procedures in place.

We are currently working towards delivery of our 2022-26 strategic plan, including looking at how we can work towards becoming an organisation better informed by lived experience, as well as how we can better address racial injustice and our own organisational biases. We hope that you will be willing to join us in this work.

Job description

Staff reporting to this post:

Generalist & immigration caseworkers; volunteers

Key responsibilities:

- Ensure the provision of one-to-one initial generalist & immigration advice and support to migrant and refugee clients in Brighton & Hove and across Sussex by phone, email, face-to-face and through a range of online media; and the provision of thorough follow-up casework, practical support and clear and accurate signposting and active referrals where appropriate;
- Develop and deliver our advice and casework services in line with our agreed strategic aims and to meet specific funding targets as needed, establishing monitoring and evaluation frameworks where needed and reporting against these as required;
- Develop clear internal policies, processes and guidance for our advice & casework services, and work closely with caseworkers/volunteers to ensure that these are followed;
- Directly line-manage, supervise and support a small team of generalist and immigration caseworkers and volunteers, providing regular individual supervision and appraisal;
- Liaise regularly with our external OISC L3 supervisor and generalist casework co-ordinator to ensure that best practice is being followed in casework and performance management;
- Support caseworkers and volunteers to become OISC-accredited and to develop their immigration and generalist skills & knowledge where practical and appropriate, providing and enabling access to appropriate training within budget and in line with supervision & training plans;
- Work with our Head of Services and Resettlement Manager to develop and maintain our case management system AdvicePro in line with agreed advice and casework outcomes for clients, and ensure that staff and volunteers understand and use it consistently and accurately to capture essential data;
- Develop outreach advice services in partnership with other agencies as needed and as capacity allows;
- Develop professional relationships and referral pathways with other advice agencies, law centres, solicitors and specialist services, both to improve the client journey through the system and to influence change where needed;
- Participate in Voices' management team and contribute to operational and strategic developments and discussions as needed;
- Participate in and, as agreed, lead on elements of our influencing, advocacy and strategic work, including developing key strategic relationships, partnerships and networks within and beyond the migrant sector; challenging systemic failings in law, policy and practice; and identifying opportunities for strategic litigation where appropriate;
- Work with caseworkers, clients and volunteers to develop and deliver external training for organisations to raise awareness of refugee & migrant support needs and barriers to access;

- Comply with internal and external regulatory advice frameworks;
- Act as duty manager where needed in the absence of the Director and Head of Services;
- Share responsibility for safeguarding and be willing to be trained as safeguarding officer or lead as needed;
- Attend regular team meetings & participate in other advice and staff team commitments and meetings as necessary;
- Participate fully in individual supervision, training, appraisal and collective care and wellbeing, including clinical supervision;
- 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.

*A = Application form
(Please address the relevant points in order)
I = Interview*

Please bear in mind that you can demonstrate how you meet these requirements using examples from paid employment, volunteering, lived experience or a combination of all these.

Person Specification	Essential/ Desirable	Assessment Method
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, social work, law, migration studies or related field.	E	A
2. OISC L1/2 immigration & asylum accreditation	D	A
Experience		
3. Significant experience of providing advice, casework or similar support to migrants or other vulnerable/at risk clients	E	A+I
4. Significant experience of effectively recruiting, managing and working with teams of staff and volunteers	E	A+I
5. Experience of managing an advice service	D	A
6. Experience of OISC L1/L2 immigration casework	D	A
7. Experience of OISC compliance and case management systems, policies and procedures	D	A
8. Experience of working in a frontline advice or casework environment and advocating effectively	E	A+I

and clearly on a client's behalf with statutory and other agencies		
9. Experience of working within safeguarding law and guidance and of identifying and responding appropriately to safeguarding concerns	E	A+I
10. Experience of safeguarding lead or officer role in another organisation	D	A+I
11. Experience of maintaining client confidentiality and delivering a high-quality professional service	E	A+I
12. Experience of providing verbal and written reports and presentations to a range of audiences and stakeholders	D	A+I
13. Experience of working in the UK voluntary or community sector	D	A+I
14. Lived experience of forced migration and/or the UK immigration system	D	A+I
Knowledge		
15. Good general knowledge of issues faced by refugees and migrants in the UK	E	A
16. Good current understanding of the immigration system and of barriers to access to justice for migrants in the UK	E	A+I
17. Good up-to-date working knowledge of access to services for migrants in the UK, and in Brighton & Hove in particular	D	A+I
18. Good up-to-date working knowledge of NRPF and destitution issues, including NRPF homelessness	E	A+I
19. Good awareness of gender & LGBTQI issues and the intersection of these with other cultures and communities of identity	E	A+I
20. Good awareness of mental health and issues relating to trauma	E	A+I
21. Knowledge of and interest in developing service user involvement and migrant voice in co-production and in representation, both internally and externally	D	A+I
Skills & qualities		
22. Personal resilience and the ability to maintain clear professional boundaries and manage expectations	E	A+I
23. Ability to take initiative, work independently, plan and organise own work and meet deadlines	E	A+I
24. Strong and demonstrable project and people management skills, including the ability to manage	E	A+I

multiple work priorities and to motivate, supervise and manage a diverse staff & volunteer team		
25. Strong communication and networking skills and the ability to relate well and communicate clearly and respectfully with a diverse range of people and organisations	E	A+I
26. Good judgment and decision-making skills; ability to negotiate, influence and solve problems effectively	E	A+I
27. High level of spoken and written English and the ability to analyse complex written information and communicate it effectively	E	A+I
28. Ability to monitor and report against project targets & communicate effectively with funders & stakeholders	E	A+I
29. Ability to work competently with Microsoft Office ICT packages including Excel; work competently with case management systems (AdvicePro); and to be administratively self-servicing	E	A
Other		
30. Commitment to working with migrant and refugee clients	E	A+I
31. Commitment to ViE aims, values and ethos, including working in an inter-cultural, multi-faith environment	E	A+I
32. Commitment to maintaining client confidentiality and delivering a high-quality professional service	E	A+I