



## Senior Client Adviser

### Job Description

<b>Job Title:</b>	Senior Client Adviser
<b>Reports To:</b>	Regional Operations Manager
<b>Date Created:</b>	31/07/2017
<b>Version</b>	3

### Scope of the Role:

The scope of this role is to work as part of the Migrant Help Asylum Help team and to provide a professional service which includes the provision of advice and guidance in addition to providing assistance with the completion of support applications. The post holder will be required to provide briefings to eligible asylum seekers. As the role is varied and multi-functional in nature, there is a requirement that the post-holder will need to address the changing local business needs periodically and will re-prioritise work as necessary. The post-holder will work consistently to ensure the continuous local development of the advice service; he/she will ensure that all advisory processes and procedures are efficient, professional and consistent at all times. The post holder is expected to contribute to the overall success of the Organisation in accordance with Migrant Help's aims, objectives, vision and values.

### Essential Criteria:

- A good general level of education is essential
- Demonstrable competence in a people management role, at supervisory level
- Experience of providing advice and information within an organisation
- Working with people in sensitive and emotionally demanding situations is essential
- Demonstrable experience of working face to face with members of the public
- Experience of working, communicating and engaging with others in a multi-cultural environment.
- Experience of undertaking advocacy in a sensitive manner
- Excellent Customer Care Skills with meticulous attention to detail
- Demonstrable administrative and organisational skills
- Proven ability to prioritise and work on your own initiative whilst respecting boundaries
- Ability to plan, review, work and deal with deadlines and conflicting priorities
- Excellent computer skills, particularly MS Office applications
- A compassionate and “can-do” attitude

**Desirable Criteria:**

- Ability to speak any additional languages
- Experience of working in the voluntary sector

**Core Areas of Responsibility:**

- Provide advice and support to asylum seekers, within the specification of the Grant Agreement and Contract with the Home Office and provide support and advice on complex cases to client advisers in the team
- To take responsibility for the management of unplanned and complex cases and ensure IA requests, RFI's and Evictions are dealt with in a timely and effective manner
- Provide a support service to asylum seekers to complete asylum support application forms (ASF) for support under Section 95 and Section 4 of the Immigration and Asylum Act 1999
- Ensure that all applicants are aware of eligibility criteria and their obligations to provide supporting evidence within required timescales
- Provide outreach for vulnerable clients and those with additional support needs, by appointment, at designated locations, as required by the Regional Operations Manager
- Provide telephone advice as may be required and support the telephone advice line by assisting clients to complete asylum support and Section 4 applications by telephone and by appointment
- Assist clients to notify the authority of prescribed change of circumstances
- Provide guidance on immigration related matters advice within the scope of the relevant Office of the Immigration Services Commissioner (OISC) accreditation level
- Provide advice on general matters e.g. sign-posting
- Provide advice on Voluntary Assisted Return
- Liaise and cooperate with relevant statutory and voluntary agencies on behalf of service users as necessary
- Act as a contact with the Home Office, Social Services, Healthcare Professionals and other relevant agencies for applicants with additional support needs.
- Deliver key touch point briefings to a high standard so that applicants fully understand the information provided. Ensure that information books are given out accordingly.
- Provide information to service users in a timely manner, being aware of other appointments, dispersal date.
- Make contact with dispersal accommodation providers and other relevant agencies, providing letters as appropriate, to ensure vulnerable clients are appropriately supported in their dispersal area.
- Link Asylum Seekers and Failed Asylum Seekers with other relevant organisations
- Keep full accurate and up-to-date case records, especially CRM and complete case follow up within the requisite time scales and undertake any necessary administrative tasks
- To act as the first point of contact for Client Advisors on day to day working matters and feedback to the overall planning of staff workloads, absence monitoring to the Regional Operations Manager.
- Carry out required quality control of work. e.g. Supervisions and File reviews, to ensure compliance with standards of OISC and the advice quality standards, feeding back any significant concerns to the ROM
- Ensure all staff development requirements are met within agreed time scales, through the Performance and Development Review (PADR), feeding back any significant concerns to the ROM
- To support the ROM in ensuring assigned rota duties are carried out as planned
- Respond flexibly to provide cover for all other operational activities.

- Attend and participate in team briefs and meetings
- Keep up to date with legislation and the impact it may have on service users.
- Participate in the Performance and Development Review (PDR) appraisal process
- Participate in all mandatory training and training identified in the PDR process
- Undertake any other duties which may be assigned from time to time and may include cover for other funded projects e.g. Supporting Victims of Human Trafficking and anti-human trafficking operations, EU Migrant Advice, Foreign National Prisoner Advice Service

#### **General Areas of Responsibility:**

- Under the auspices of Health & Safety, observe your duty of care to yourself and others at all times. Observes the Migrant Help Health & Safety policies
- Undertake training as necessary in line with the development of the post and as agreed with your manager under the auspices of PDR or otherwise
- Occasionally training or meetings are organised outside of normal working hours. The post holder will be expected to attend whenever reasonably practicable
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales
- To contribute positively to the effectiveness and efficiency of the team in which he / she works
- To support and demonstrate the vision and values of our organisation at all times

#### **Special Consideration:**

- This post is subject to an enhanced Disclosure Barring Service (DBS) check
- This post is subject to a Counter Terrorism Check
- The post holder must at all times adhere to Migrant Help's Equality & Equal Opportunities Policy and Diversity Policy
- This post may require travel, therefore flexibility is required to meet this need should it arise
- This service incorporates an "Out of hours" service. The post holder will need to fulfil rostered duties as may be required of the service

#### **Continuing Professional Development:**

With the support of your line manager and Organisational Director, the post holder is expected to take responsibility for his/her continuing professional development (CPD) and identification of developmental needs through the Migrant Help Professional Development Review (PDR) programme.

#### **Health and Safety:**

At Migrant Help, we place the highest priority on the health, safety and wellbeing of our personnel, colleagues and clients. The post holder is therefore expected to take responsibility for observing and complying with all relevant Migrant Help policies, procedures and guidelines pertinent to Health & Safety. The post-holder will also attend any programmes relevant to Health & Safety as required or as determined by their line Manager or Organisational Director.

*\*\* The Line Manager in consultation with the post holder will prioritise the aforementioned duties. The post holder may be asked to re-organise their work in order to help the agency respond to changes in type or event or need. This would be done in a way consistent with the purpose of the post and in consultation with the post holder.*

<b>Person Specification: Skills &amp; Behaviours</b>	
<b>Knowledge, Experience, Skills</b>	<ul style="list-style-type: none"> <li>• Good clear written and spoken English</li> <li>• Good IT skills in word processing, spreadsheets and email or the willingness to acquire them</li> <li>• Good inter-personal skills and the ability to relate to a wide range of people.</li> <li>• Excellent active listening skills</li> <li>• Ability to work under pressure and to deadlines</li> <li>• Ability to complete referral forms and records accurately</li> <li>• Skills in liaison and negotiation with other agencies on behalf of clients</li> <li>• Ability to absorb complex written information and communicate effectively</li> <li>• Ability to work empathically with people facing transition and uncertainty</li> <li>• Ability to explain complicated information to clients including the use of an interpreter</li> <li>• Presentation skills with the ability to make briefing sessions interactive</li> <li>• Ability to learn quickly and adapt to change</li> <li>• Excellent self-organisation skills</li> <li>• Excellent job planning and job review skills</li> <li>• Ability to work as part of a team and on own initiative within an agreed framework</li> </ul>
<b>Communication Skills/ Engagement</b>	<ul style="list-style-type: none"> <li>• A welcoming disposition towards all visitors and clients to Migrant Help</li> <li>• Excellent ability to communicate and engage with diverse groups</li> <li>• Confident to deal with matters such as verbal abuse/agitated staff/complaints and diffuse difficult situations and provide conflict management without becoming personally involved</li> <li>• Works effectively in partnership and gains confidence of stakeholders and colleagues</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Highly dedicated with genuine interest in Migrant Help and our clients</li> <li>• Sympathetic to refugee and human rights issues</li> <li>• A commitment to equal opportunity, anti-discriminatory and anti-oppressive principles and practices</li> <li>• An understanding and observance of impartiality and confidentiality</li> <li>• Prioritises tasks and organises own time effectively</li> <li>• Respect for Boundaries</li> <li>• Responsible and responsive attitude</li> <li>• Flexible and adaptable style/approach towards the requirements of the role and the business exigencies</li> <li>• Consistently supports and promotes Ethical People Practice</li> </ul>
<b>Behaviours/ Competencies</b>	<ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Supporting Others</li> <li>• Interpersonal Awareness</li> </ul>

- Integrity
- Respect
- Empathy
- Listens to others

*The post holder must at all times adhere to Migrant Helps' Equality Policy and Diversity Policy. This job description is indicative and does not exclude other duties which may be required and that are generally consistent with the role.*