



Client Advisor

Job Description

Job Title:	Client Advisor
Reports To:	Regional Operations Manager (South/North)
Date Created:	06/09/2017
Version	3

Purpose of the Job:

- Work as part of the Asylum Help team providing advice, guidance, assistance to complete support applications and briefings to eligible asylum seekers
- To contribute to the overall success of the Organisation in accordance with Migrant Help's aims and objectives, by providing high quality service to clients

Main Duties & Responsibilities:

- Provide advice and support to asylum seekers, within the specification of the Grant Agreement and Contract with the Home Office
- 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 , complete case follow up within the requisite time scales and undertake any necessary administrative tasks
- Ensure accurate records are kept, especially CRM
- Participate in rota duties on a planned or ad hoc basis as may be required to cover telephone advice line out of hours service
- 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 (PADR) appraisal process
- Participate in all mandatory training and training identified in the PADR 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

Personal Development:

- With the support of their Line Manager, the post holder will be expected to take responsibility for their personal development and identification of training needs.

***The Line Manager in consultation with the post holder will prioritise the above 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.*

Health & 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 the relevant Migrant Help policies, procedures and guidelines pertinent to Health and Safety. The post-holder will also attend programmes relevant to Health and Safety as required by virtue of the role or as determined by the Board of Trustees.

Equality and Diversity:

We promote a working environment in which diversity is recognised, valued and encouraged. We acknowledge the multi-cultural and diverse nature of the UK workforce and society in general. We are committed to principles of fairness and mutual respect where everyone accepts the concept of individual responsibility. It is therefore your responsibility to make sure you observe and adhere to this policy at all times. We view any breach seriously. We will investigate and potentially take disciplinary action. This may include dismissal in instances we consider gross misconduct.

Person Specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Good clear written and spoken English. • Good IT skills in word processing, spreadsheets and email or the willingness to acquire them. • Good inter-personal skills and the ability to relate to a wide range of people. • Excellent active listening skills. • Ability to work under pressure and to deadlines. • Ability to complete referral forms and records accurately. • Skills in liaison and negotiation with other agencies on behalf of clients. • Ability to absorb complex written information and communicate effectively. • Ability to work empathically with people facing transition and uncertainty. • Ability to explain complicated information to clients including the use of an interpreter • Presentation skills with the ability to make briefing sessions interactive • Ability to learn quickly and adapt to change • Excellent self-organisation skills • Ability to work as part of a team and on own initiative within an agreed framework 	<ul style="list-style-type: none"> • Ability to speak any additional languages.
Experience	<ul style="list-style-type: none"> • Experience of working face to face with members of the public • Experience of providing advice and information within an organisation and working with people in sensitive and emotionally demanding situations is essential. • Experience of working in a multi-cultural environment • Experience of undertaking advocacy in a sensitive manner 	<ul style="list-style-type: none"> • Experience of working in the voluntary sector.
Qualifications	<ul style="list-style-type: none"> • Good general level of education 	
Attitude	<ul style="list-style-type: none"> • An understanding and observance of impartiality and confidentiality • A commitment to the aims, objectives and principles of Migrant Help • A willingness to be flexible, to vary duties to meet the needs of the organisation 	

Special Requirements

- This post requires OISC Level 1 competence
- This post is subject to an enhanced DBS check
- This post is subject to a Counter Terrorism check
- This post may require travel
- Out of hours service – rostered duties as may be required

Organisational Values:

As part of your role it is important you operate within the following key organisational values:

- Protection
- Diversity
- Equality
- Partnership
- Innovation
- Excellent

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.