

## JOB DESCRIPTION

**Job Title:** Advice Worker (Refugee Integration Services)    **Grade:** G4

**Reports To:** Refugee Integration Service Manager

### Overall Job Purpose

To promote the integration and settlement of refugees to enable them to participate fully in Scottish society, by undertaking a needs assessment to identify their social and welfare needs assisting them in their journey and to overcome barriers.

### Key Responsibilities

#### Service Delivery

- Undertake an assessment of client needs of new refugees.
- Giving direct advice, sign posting and referring as appropriate to other agencies or bodies.
- Provide information to clients in a variety of formats (verbal, written, leaflets and various information booklets).
- Work with new refugees to develop a personal integration plan of settlement in Scotland.
- Work with new refugees to develop an action plan to assist with securing suitable jobs / training / volunteering at the earliest possible opportunity.
- Provide refugees, especially those who are vulnerable or have complex needs, with specialist advice on housing options and welfare rights
- Work with and advise appropriate external agencies to ensure the delivery of services to service users in areas such as employment, health, housing, welfare, money management and education.
- Monitor and evaluate the delivery of services through good casework management and recording.
- Support the reporting requirements of the organisation by documenting and recording statistics using relevant databases.
- Provide briefing sessions to groups of clients as required.
- Provide advice and information to clients in their first language when required using interpreters and adhering to good practice standards.
- Deliver outreach services in a variety of community settings.
- Create, manage and maintain case files, and ensure that all relevant documentation is completed to the highest standards, within agreed timescales.
- Initiate and carry out regular case reviews as required to ensure refugees are on the right path to achieve their potential.

- Report back on key performance indicators to the team manager.
- Promote awareness of refugee needs and rights through provision of training, seminars, briefings, and electronic and written communications and by participating in appropriate networks and forums.

### **Service Development**

- Support the development of the service and the organisation's advocacy role by identifying and providing case studies as required.

### **Other Duties**

- Maintain the agreed Quality Standards and Team Standards in a consistent manner and across all functions of the team.
- In the interests of service users and in line with professional standards, to develop good working relationships with internal and external services and organisations. To represent Scottish Refugee Council in a professional manner at all times.
- Undertake training and development activities as required to develop skills and abilities which will enable the post-holder to fulfil the purpose of the role and support the success of the organisation.
- Participate in and contribute to organisational/team meetings as required.
- Provide reports for senior staff and management as required.
- To provide appropriate support to volunteers as required.
- Ensure that all health and safety requirements are met in the delivery of the services.
- Undertake all work in accordance with Scottish Refugee Council's policies and procedures.
- Ensure that all work is carried out in accordance with Scottish Refugee Council's values, equality aims, policies and procedures.
- Undertake any other appropriate duties as requested.

**Person Specification****Job Title: Refugee Integration Adviser**

<b>Quality</b>	<b>Essential</b>	<b>Desirable</b>
Education and Training	<ul style="list-style-type: none"> <li>• Educated to higher level or demonstrate equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Scottish National Standards for Information and Advice Providers</li> <li>• OISC Level 1</li> <li>• Degree</li> </ul>
Job Experience and Skills	<ul style="list-style-type: none"> <li>• Experience of working with vulnerable groups</li> <li>• Proven ability to understand and advise on complex areas of legislation and policy</li> <li>• A good general knowledge of statutory and voluntary services and legislation</li> <li>• Knowledge of benefit, housing, employment, education, health and social work systems</li> <li>• An awareness of Health and Safety requirements and the ability to apply these whilst working in a public access area</li> <li>• Effective negotiating skills with a wide range of individuals and organisations</li> <li>• Interpersonal skills including an awareness of cultural differences</li> <li>• Understanding of the need for impartiality and confidentiality</li> <li>• The ability to identify</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of immigration legislation and systems</li> <li>• Fluency in relevant refugee language, both verbal and written</li> <li>• Experience of working with volunteers</li> </ul>

	<p>trends in casework and produce case studies in order to inform social policy</p> <ul style="list-style-type: none"><li>• A demonstrable awareness of the level of discrimination faced by asylum seekers/refugees in the UK and a strong commitment to improving the quality of support and services they receive</li><li>• Good communication skills (both verbal and written)</li><li>• Good I.C.T. skills and knowledge of using databases and Microsoft XP</li><li>• Ability to write reports and draft correspondence</li><li>• Ability to work in high pressure situations</li></ul>	
Personal Qualities	<ul style="list-style-type: none"><li>• Working well as a member of a team</li><li>• Ability to work on own initiative</li><li>• Empathy with asylum seekers &amp; refugees</li><li>• An excellent understanding of equal opportunities</li><li>• Willing to travel to other locations within Scotland on occasion</li><li>• Ability to maintain appropriate professional boundaries</li></ul>	