

<u>Title:</u>	Caseworker (OISC Level 1, 2 or 3)
<u>Reporting to:</u>	Casework Team Manager/Immigration Department Manager
<u>Salary:</u>	OISC Level 1 £25.5k to £27k OISC Level 2 £27.5k to £29k OISC Level 3 £30k to £32k
<u>Hours:</u>	35 hours per week
<u>Contract</u>	up to 12 months with the possibility of extension
<u>Probation period:</u>	6 months
<u>Closing date:</u>	15 th December 2023
<u>Location:</u>	Birmingham, Wolverhampton and Walsall (positions available across all our offices) – working across branches may be a requirement.

About us

The Refugee and Migrant Centre (RMC) is an established, multi award winning charity that provides a safe, welcoming environment to thousands of refugees and migrants living in the Black Country and Birmingham.

For over 23 years, RMC has assisted thousands of refugees and migrants from 162 countries. It has helped to remove the barriers to integration, helping its clients become equal citizens, using a whole-person approach to the delivery of services from specialist legal advice through to education and employment programmes.

The post holder will join RMC in the advice department and will support with the provision of free immigration advice and representation. This is an exciting time to be joining the team, as RMC are strengthening and expanding its infrastructure following a period of growth in staff, activities and turnover.

RMC is regulated by the Office of the Immigration Services Commissioner (OISC) and is accredited to provide free immigration advice up to Level 3 which includes advice from the initial stage all the way to the First tier and Upper Tribunal.

RMC works with migrants (included undocumented migrants), refugees and asylum-seekers to enable them to navigate UK's complex immigration legal system and secure the right to remain in the UK for themselves and their families. Our immigration work mainly focuses on human rights claims, applications based on family and private life, family reunion, settlement, citizenship as well as applications under the EU Settlement Scheme.

Why work for us?

Our culture is what makes us unique. We encourage an open, honest working environment where people are valued. We're always challenging each other to learn and improve, because we know when we work together, we can deliver better outcomes.

What you'll be doing

Purpose and Scope of the Role

All Caseworkers (Levels 1,2 and 3) will be required to carry out the tasks shown below:

Casework and client care:

- To provide one-to-one specialist advice in immigration and asylum area of law
- To provide thorough, professional, high quality and timely casework and advice
- To ensure accurate recording keeping and ensure all necessary and associated administrative tasks are completed
- To ensure case deadlines and key dates are recorded, monitored and actioned in a timely manner
- To conduct all casework and advice in compliance with all OISC regulatory requirements and the OISC code of standards
- To maintain confidentiality in all dealings with clients

Training and development:

- To keep up to date with changes in the law
- To attend training and share learning and good practice with other advisors
- To keep a record of your attendance on training courses
- To provide internal and/or external immigration training when required by management

Teamwork:

- To share casework knowledge and experience within the team
- To mentor, support and/or supervise colleagues on a lower level of OISC regulation

Projects and Engagement:

- To take responsibility for the day-to-day delivery of specific projects if requested by management
- To deliver presentations and represent RMC at meetings/events when required by management
- To maintain effective working relationships with partners and stakeholders
- To demonstrate a degree of flexibility and undertake tasks not specifically referred to above

Flexibility

In order to deliver the stated aims of for this post, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above, such duties will fall within the scope of the job and be directly related within the appropriate pay grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties that are being performed.

Person Specification

	Knowledge, abilities and skills	Essential	Desirable
1	Accredited at OISC Level 1, 2 or 3	x	
2	Experience in delivering advice and representation in the field of UK immigration and asylum	x	
3	Experience in working with clients with vulnerabilities and/or migrants, asylum-seekers, refugees	x	
4	Knowledge of most immigration areas, with a good understanding of at least one area such as the EUSS, asylum, human rights or family-based applications	x	
5	Experience of delivering complex advice work dealing with asylum seekers, refugees, vulnerable migrants, 'outside of rules applications and representation at tribunal (for OISC L3 advisors only)	x	
6	Commitment to working towards Level 2 accreditation (for OISC L1 advisors only)	x	
7	Ability to explain complex information to clients from different backgrounds	x	
8	A proven high standard of communication skills, including written, oral, presentational and inter-personal skills	x	
9	Ability to work independently	x	
10	Ability to manage and grow a caseload	x	
11	Ability to prioritise and to manage tight deadlines	x	
12	Teamwork and Flexibility	x	
13	Commitment to equality and diversity	x	
14	Accredited to IAAS Senior Caseworker		x
15	Experience working in the Legal Aid sector		x
16	Experience working in or with the not-for-profit sector		x
17	Fluent in a community language		x
18	Experience of working in a multicultural environment and sensitivity towards other cultures.		x
19	Excellent listening skills and ability to empathise as well as establish boundaries to avoid emotional over involvement		x
20	Educated to degree level or equivalent		x

Personal Attributes

- Commitment to the values and mission of the charity.
- Integrity and ethical conduct in all aspects of work.
- Resilience and the ability to handle challenging and emotionally demanding situations.
- Proactive attitude and a passion for social justice.

What's in it for you?

Location	Birmingham, Wolverhampton or Walsall
Pension	RMC will contribute 3% of gross basic salary
Holidays	21 days per year plus public holidays pro rata for part-time post. Holiday entitlement increases to 24 days after 2 years and 29 days after 5 years
Hours of Work	35 hours per week (excluding lunch breaks). Some evening and weekend work may be required for which time off in lieu should be claimed
Probation	This post will have a probationary period of 6 months
Notice	One month's notice of termination of employment on either side
Disability	We are committed to making every reasonable adjustment to the workplace or working arrangements so as to accommodate people with disabilities
Enhanced DBS:	Employment in this post will be subject to a satisfactory police clearance being obtained. Because of the nature of the work for which you are applying, this post is exempt from the Rehabilitation of Offenders Act 1974 (exception) Order 1975 and you are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act
Travel expenses	If travel around the Black Country is undertaken in your own vehicle for work purposes this can be reclaimed at the rate of 45 pence per mile
Training	Access to external paid training and regular internal training provided by Senior Caseworkers. Commitment to supporting you to develop and upskill in the field of immigration and asylum

What we hope you'll do next

To apply for this role, please fill out our application form which is found on <https://rmcentre.org.uk/work-with-us/>

Equal Opportunities

We're an equal opportunity employer, which means we'll consider all suitably qualified applicants regardless of gender identity or expression, ethnic origin, nationality, religion or beliefs, age, sexual orientation, disability status or any other protected characteristic. We recruit and develop our people based on merit and their passion for creating better outcomes, and we're committed to creating an inclusive environment for all employees.