



## **Immigration Advisor – Rough Sleeping Team IAA Level 1 to 3**

### **About us:**

**The Refugee and Migrant Forum of Essex and London (RAMFEL) is one of the largest immigration and asylum advice charities in the UK, supporting refugees, asylum seekers and vulnerable migrants to access justice. An IAA level 3 accredited organisation, we represent clients at all stages of the immigration and asylum process, up to and including the Upper Tribunal of the Immigration and Asylum Chamber.**

**We also actively campaign for a fairer and more humane immigration system. RAMFEL caseworkers therefore have the opportunity to work on systemic and strategic challenges and support broader advocacy work.**

*We particularly welcome and encourage applications from Black, Asian and Minority Ethnic individuals, and those who are migrants or refugees, and who have lived experience of the impact of UK immigration policy and/or of rough sleeping. This includes individuals with direct experience or experience gained through supporting family members with the challenges posed by immigration and asylum practices—those who have been or could have been clients of RAMFEL.*

### **Purpose of the role:**

**The purpose of the role is to assist some of the most vulnerable people in our society. The focus of the legal work is on non-legal aid funded matters, supporting people who otherwise have no access to legal advice and support. There will be particular focus on working with people who are facing a crisis, providing legal representation and support that will take them out of destitution.**

**The role gives an opportunity to assist some of the most vulnerable people in our society. The focus of the role is on supporting people who otherwise have no access to legal advice and support.**

We will **primarily** consider applications with relevant legal experience. Qualifications needed are IAA level 2/3 or Solicitor with IAAS accreditation.

**Relationships:** This post will report to the Rough Sleeping Casework Manager

**Contract duration:** Permanent

**Hours of work:** The role is primarily a full-time position, requiring 37.5 hours per week. However, for the right candidate, we may consider accommodating part-time working hours. Given the nature of RAMFEL's work, there may be instances where the Supervisor will need to exceed the standard hours. In such cases, compensatory time off can be arranged with the line manager

**Salary and Benefits:**

**£34,321** for IAA level 3 and Solicitors

**£32,070** for IAA level 2 and

**£28,695** for IAA level 1 qualified candidate

Solicitors with less than 1-year immigration experience will be paid at IAA level 1. IAAS level 2 qualified advisors (non-solicitors) may be considered for the role and would be at the IAA level 1 pay.

28 days annual leave plus statutory holidays and 6% pension contribution.

**Other benefits:**

We encourage our staff to obtain higher levels of accreditation, offering comprehensive training and support to enable them to empower their professional growth and career development.

Cycle to work scheme, tech scheme, and employee assistance program.

**Place of work:** The normal place of work will be at the People's Place 80-92 High Street, Stratford E15 2NE and occasionally the Ilford office. Advisors may also need to attend outreach sessions at the offices of our partner organisations across London. As part of a hybrid working scheme, we are currently requesting employees to be physically present in the office 40% of their weekly working hours.

**Specific Responsibilities*****Case management***

1. Manage own caseload, working to advance the best interests of the client
2. Adhere to standards set out by IAA/SRA and AQS to deliver high-quality advice
3. Provide representation and advice up to IAA level 2/3.
4. Engage with the Line Manager to create and follow a training plan to ensure compliance with IAA CPD, keeping up to date with changes in law, policy and guidance to ensure clients receive accurate and high-quality advice
5. Liaise directly with the UKVI and related governmental agencies
6. Complete forms, letters and immigration applications
7. Liaise with and refer clients to Legal Aid Solicitors or other advisers, as appropriate
8. Manage clients' expectations by discussing deadlines, outcomes and timing
9. Deliver legal advice outreach surgeries/drop in as and when required
10. Progress cases in a timely manner in line with regulatory requirements.
11. Implement organisational priorities into day-to-day casework.

***Service monitoring***

1. Ensure that any reporting and monitoring requirements agreed with funders are met in full
2. Maintain clients' files and records in line with file management procedures

**General responsibilities**

1. Seek to continuously improve in order that the Charity delivers the best possible service to clients
2. Ensure that all of RAMFEL's Policies and Procedures are adhered to at all times
3. Attend internal and external training as and when required
4. Participate in regular supervisions and team meetings
5. Attend the office on a regular basis (hybrid working)
6. Act as a positive ambassador for the Charity at all times
7. Working with volunteers when necessary
8. Undertake any other duties that may be reasonably required
9. Support the organisation's campaigning efforts.

## **Flexibility**

The post holder is expected to be responsive to RAMFEL's policies, priorities and the changing needs of the organisation and will be expected to adapt their workload as required.

## **Person Specification**

### ***Education/qualifications***

- Ideally candidates must be Solicitors with IAAS Level 2 with at least 1-year immigration experience or IAA level 2/3 qualified
- If IAA level 1, the candidate will be expected to initially work under supervision completing level 2 work and qualifying at level 2 within 6 months. (Training is provided and study leave is accommodated.) Upon obtaining a higher level of accreditation, the candidate's salary will increase in line with RAMFEL pay scales.
- IAAS level 2 caseworkers (non-solicitor) will be considered but if appointed must be prepared to work under supervision and qualify at level 1 within 6 months. (Training is provided and study leave is accommodated) Upon obtaining a higher level of accreditation, the candidate's salary will increase in line with RAMFEL pay scales.

### ***Experience/knowledge***

- Experience in providing high-quality advice and representation to clients
- A good understanding of law and policy as it relates to immigration and asylum
- Experience in professional, independent, and impartial service delivery to the public
- Experience in maintaining a caseload of cases in line with IAA requirements in relation to the conduct of cases, file management and supervision
- Knowledge of and empathy with the backgrounds and experiences of asylum seekers, rough sleepers and vulnerable migrants
- Experience in using client databases
- Experience working with interpreters supporting clients with complex matters

### ***Skills***

- Ability to manage a caseload autonomously, prioritise workload and meet deadlines
- Ability to keep clients' file records in compliance with IAA standards
- Aptitude for grasping complex issues rapidly
- Ability to demonstrate good client-facing skills
- Strong IT skills including Microsoft Office
- Communicates effectively at all levels, both verbally and written
- Supportive team player

### ***Personal attributes***

- Commitment to the aims and objectives of RAMFEL
- Positive, resilient, enthusiastic, and proactive approach
- Ability to demonstrate behaviour in keeping with RAMFEL's core values of Teamwork, Respect, Integrity and Fairness
- Ability to keep professional boundaries

### ***Desirable***

- Lived experience of the impact of immigration policy and practice
- Lived experience of rough sleeping
- Fluency in other languages

- Experience supporting and developing volunteers

### **Application process**

We will only be shortlisting candidates who have submitted a CV and a cover letter explaining why they are applying for the role. Candidates without the relevant legal qualification will not be considered.

The closing date for applications is Monday, 21<sup>st</sup> April 2025. Applications received after this date will be unlikely to be considered.

Interviews: Shortlisted candidates will be interviewed via MS Teams during the week of 28<sup>th</sup> April 2025. The interview process includes a 45-minute interview followed by a written exercise.