

## Job Description and Person Specification

### Immigration Advice Manager

**Deadline for applications:**  
**26th November at 12.00 midday**

**Project:** Immigration Advice Clinic

**Reports to:** Chief Executive Officer

**Hours:** 3 days per week (21 hours)

**Salary:** NJC scale 21-25 (FTE £32,115 - £34,314)

**Contract:** Permanent role - funding secured for 12 months

**Location:** Refugee Support Devon, Community Centre,

**17 St. Davids Hill, Exeter EX4 3RG**

This is an office-based role. Some hybrid working may be considered.

Current drop-in sessions and appointments happen on Tuesdays and Thursdays.



**Refugee Support  
Devon**

#### **Employees' Benefit:**

- Workplace Pension
- Monthly Clinical supervision from Trauma Foundation South West
- Monthly line management support and quarterly group supervision
- Depending on post holder qualification, RSD commits to support their training and professional development (especially within the Immigration Advice Authority\*)
- IAA\* supervision from Bristol Law Centre (currently partner in the South West Immigration Alliance)
- 6 weeks annual leave entitlement (under review) including public holiday

This is an exciting new role to strengthen and develop Refugee Support Devon's Immigration Advice Clinic, providing free regulated legal advice to asylum seekers, refugees and vulnerable migrants.

The postholder will work closely with the Drop-in Manager in supporting volunteers and by creating clear referral pathways for drop-in clients to be assisted by the Immigration Advice Clinic.

*Refugee Support Devon are proud to be a member of the **Experts by Experience Employment Network** ([www.ebeemployment.org.uk](http://www.ebeemployment.org.uk)), which aims to create a charitable sector that is led by people with lived experience of the asylum and immigration system.*

*As part of this network, we challenge the one-size-fits-all approach in our employment practices, and respect personal circumstances and needs of people with lived experience. Please feel free to use information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application.*

## **General overview and background project information**

RSD has offered legal immigration advice registered with OISC/IAA (Immigration Advice Authority) at Level 1 since 2018 and Level 2 since 2022. Currently, our Immigration Advice Clinic offers general signposting and orientation for people regarding the immigration and asylum system. We offer immigration casework on the following:

- IAA Level 1: Appendix FM; Registration of children as British citizens; Exceptional Case Funding; Change of conditions (NRPF lift).
- IAA Level 2: Appendix FM; Appendix PL (private life); Article 8

The team also helps with referrals to legal aid firms and assists with (unregulated) Exceptional Case Funding applications.

RSD currently supports approximately 40 people, including recently-arrived asylum seekers, with immigration legal advice and casework every year.

This role includes:

- managing the legal advice service, including referral pathways, service development, policies and procedures, client record-keeping and IAA compliance, and ensuring a high standard of delivery across the team;
- carrying a caseload at L1 or L2 level, according to the postholder qualification and capacity;
- managing and supporting the team of legal advice volunteers and ensuring that their supervision and training needs are met;
- developing further partnerships with local and regional actors involved in providing legal advice and representation in the South West, including through the South West Immigration Alliance;
- monitoring and evaluating the work of the RSD Immigration Advice Clinic project, and contributing towards fundraising for the service where necessary.
- coordinating with other RSD projects and team members, particularly the drop-in team and outreach support services.

## **Main Duties and Responsibilities:**

### **Direct Support Services**

1. Manage the immigration clinic held at RSD premises in Exeter (currently 2 x 2.5hr sessions per week) and in local outreach services (ie Asylum Contingency Hotel).
2. Manage a caseload at either IAA Level 1, or Level 2, dependent on postholder qualification.
3. Keep clear, accurate and timely records of all legal work delivered, on RSD internal database systems.
4. Manage a team of volunteers in delivering the services of the Clinic, including providing appropriate training, supervision and support
5. Engage with service users and develop ways of capturing feedback about RSD services, and encourage client engagement with the planning and delivery of services
6. Engage with other RSD projects and provide casework support where necessary
7. Provide progress updates (every 8 weeks) to the manager and trustees and attend fortnightly team meetings
8. Be responsible for maintaining budget and overseeing project's expenditure
9. Contribute towards fundraising for the service, where necessary.
10. Lead with the support of the CEO the strategic development of the Immigration Advice Clinic Project.

### **External Agencies**

1. Maintain links and build relationships with local statutory and voluntary agencies to improve access to qualified advice for asylum seekers and refugees, and represent RSD in the South West Immigration Alliance.
2. Attend partnership meetings and liaise with CEO on partnership development
3. Develop referral systems for other organisations to refer clients to RSD services and to maintain these referral pathways
4. Attend meetings and forums on behalf of RSD as requested by the CEO.
5. Maintain membership and subscriptions relevant to the delivery of immigration advice e.g. ILPA, IAA, Free Movement.

### **Professional Development**

6. Engage with training offered internally, seek out external training opportunities, and keep abreast of current and upcoming practice changes, legislation and case law in the field of Immigration and Asylum
7. If not already qualified at Immigration Advice Authority (IAA) Level 2, to undertake IAA training at this level within the first year.
8. Take responsibility for your own and the advice clinic volunteers' Continuing Professional Development (CPD) as agreed with the IAA Supervisor.

### **General**

9. Comply with all RSD policies and procedures
10. Adhere and commit to RSD's mission and objectives, and aspiration to be a trauma-informed and antiracist organisation
11. Adhere to RSD safeguarding policy, appropriately represent the organisation in the wider community
12. Undertake other tasks directed by RSD as relevant and commensurate with the post
13. Participate in team meetings and in the overall development of the charity.

The post-holder will be committed to the aims of the organisation and enthusiastic about making a difference in the local community.

### **Accountable to/for:**

The post-holder will report to the Chief Executive Officer and will be accountable to the RSD board of trustees.

## Person Specification

<b>Essential qualifications/knowledge/experience</b>	<ul style="list-style-type: none"> <li>• Qualified solicitor or Immigration Advice Authority (IAA) Level 1 Asylum and Protection and Immigration qualification</li> <li>• Knowledge of immigration/asylum legislation, government policy, and asylum support processes</li> <li>• Understanding of the needs and barriers faced by asylum seekers and/or vulnerable migrants in the UK</li> <li>• Experience in managing a legal caseload, taking accurate case notes and maintaining clear client records within time constraints</li> <li>• Experience in team management and leadership</li> <li>• Experience of budget management</li> <li>• Experience of working under safeguarding, Equality and GDPR legislation</li> <li>• The right to work in the UK</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>• IT skills in MS Office, Microsoft Teams and Outlook</li> <li>• Clear ability to follow up on work</li> <li>• To be accountable for individual actions</li> <li>• Excellent verbal and written communication skills</li> <li>• Ability to empathise, build trust, and to stay calm in conflict situations</li> <li>• Ability to work in a small team and support other colleagues in building knowledge and sharing information</li> <li>• Show a commitment to progressing in the role and aiming to advance in their Immigration and Asylum Advice Level, if necessary.</li> </ul>

<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>• Ability to work in partnership with existing partners and build new partnership</li> <li>• Experience in managing and developing volunteers' journey within an organisation (from recruitment to supervision)</li> <li>• Experience of working in a multicultural team and with clients from a variety of cultural backgrounds</li> <li>• Lived experience of the asylum or immigration system</li> <li>• Previous experience of working in the charity sector and specifically the refugee sector</li> <li>• Additional fluent languages such as Arabic, Farsi, Kurdish, Dari, Tigrinya, Spanish and Amharic.</li> </ul>
<p>This role would require an employee to:</p> <ul style="list-style-type: none"> <li>· Act in accordance with RSD policies and procedures at all times.</li> <li>· Maintain professional conduct and always uphold the reputation and integrity of the organisation.</li> <li>· Work in accordance with the Data Protection Act 2018, Equality Act 2010 and any Immigration Advice Authority regulatory commitments we hold.</li> </ul>	

## How to apply

Thank you for your interest in this post.

Please find our application form (linked here: [www.refugeesupportdevon.org.uk/work-for-us](http://www.refugeesupportdevon.org.uk/work-for-us)), with an equal opportunities monitoring form.

Please read the Guidance that you can find at the end of the form carefully - this gives you information about completing the form.

You should then complete and return the application form and equal opportunities monitoring form. **The closing date for applications is 26th November at 12.00 midday.**

Applications should be sent to [personnel@refugeesupportdevon.org.uk](mailto:personnel@refugeesupportdevon.org.uk) and they will be acknowledged. Late applications unfortunately cannot be considered. We are also unable to accept CVs as applications.

We hope to hold interviews on Thursday the 11th December. Please confirm at the end of the application form whether you are available on this date.

If you would like more information about the role please email [info@refugeesupportdevon.org.uk](mailto:info@refugeesupportdevon.org.uk) or call the office on 01392 682185.