**NERS Logo last**

**NORTH OF ENGLAND REFUGEE SERVICE**

**JOB DESCRIPTION**

**JOB TITLE: Refugee Integration Advisor**

**CONTRACT: Fixed – term to 31st March 2022**

**HOURS: 21 hours per week**

**SALARY: £19k to £22k**

**RESPONSIBLE TO: Integration Services Coordinator**

**PURPOSE OF JOB**

To deliver both community-based legal advice services in community settings and from within our offices, through all channels including, face to face, telephone, video, and digital.

**KEY RSPONSIBILITIES:**

1. To deliver general advice sessions in community venues and our offices. During the current pandemic while the office is closed all work will be undertaken from the advisor’s home via telephone and video links.
2. Once the current pandemic is under control and offices open to allow face to face, services will be delivered from our Middlesbrough office.
3. To advise clients in all social welfare categories, particularly focussing on debt welfare benefits, housing, and employment through all channels including, face to face, telephone, video, and digital.
4. To provide follow-up work to a level agreed with the line manager.
5. To signpost and / or make effective referrals to other agencies as appropriate.
6. To ensure details in all client’s records are accurate and kept in an orderly manner and that confidentiality is always maintained.
7. To ensure that all clients records are entered onto NERS electronic case management system.
8. To offer support to identified volunteers.
9. To keep up to date with legislation, policies and procedures and attend training as appropriate.
10. To liaise with other statutory and voluntary bodies to maintain effective working relationships and effective referrals.
11. To maintain any monitoring statistics required by the funder and NERS to provide regular reports as may be required.
12. To help plan and participate in any evaluation of the service.
13. To attend appropriate internal and external meetings as agreed with the line manager.
14. To carry out all duties in accordance with relevant health and safety legislative requirements, adopting safe working practices in all workplaces.
15. To undertake all other duties and responsibilities as agreed from time to time commensurate with the grade and nature of the post.

**NORTH OF ENGLAND REFUGEE SERVICE**

**PERSON SPECIFICATION**

**Refugee Integration Advisor**

**EXPERIENCE AND KNOWLEDGE**

1. At least 1 year’s recent experience of delivering face to face general advice.
2. Up to date competencies in welfare benefits, housing and employment law.
3. Ability to communicate effectively and sensitively, both verbally and in writing, with a wide range of individuals.
4. Excellent problem-solving skills.
5. Experience of working on own initiative and ability to work without close supervision.
6. Numerate and computer literate with experience in using Microsoft Office software and an ability to use IT in the provision of advice via an electronic case management system, case recording and the preparation of statistical/monitoring reports.
7. Good time management skills and ability to prioritise tasks and work to deadlines.
8. Ability to establish and maintain good working relationships with external and partner agencies.
9. Ability to information accurately and concisely and maintain effective administrative systems.
10. Understanding of the need for confidentiality and a non-judgemental approach to advice provision.
11. Ability to meet enhanced DBS disclosure requirements.

**Equal Opportunities**

NERS is an equal opportunities employer. All employees are expected to conduct themselves according to NERS policies and act in a manner which values social justice and diversity.

Closing date: 12 noon Friday 16th July 2021

Video Interviews will be held on week commencing 19th July 2021.

**Application form can be downloaded from**

<https://refugee.org.uk/2021/07/05/new-vacancy-integration-advisor/>