

Personal criteria

- 1. OISC accreditation of at least Level 1 is highly desirable. Candidates with OISC accreditation Level 2 or above may be preferred at shortlisting/interviewing. Candidates who have held at least Level 2 accreditation in the past and could re-accredit quickly may also be considered.**
2. Experience in delivering advice/casework/support services in relation to immigration and asylum law and related issues
3. Experience and understanding of the issues involved in interviewing clients on the telephone and face to face. Skills in identifying client issues and taking information/instructions from clients effectively.
4. Experience with working with clients for whom English is not their first language and communicating through interpreters
5. Knowledge of problems facing asylum seekers and refugees
6. Ability to deliver a service in a culturally appropriate way
7. Ability to keep good records both manually and using appropriate IT systems
8. Good interpersonal skills, interaction with others, experience of mentoring and supervision of volunteers
9. Ability to supervise and monitor the provision of advice work and to maintain casework systems and procedures. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
10. Good standard of literacy and numeracy, including an ability to monitor and analyse statistics and check accuracy of calculations.
11. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
12. Experience of managing time, against competing priorities and a varied workload with the ability to monitor and maintain service delivery against agreed targets in a busy environment.
13. A commitment to equality and skills to engage, communicate and work with a wide range of people from different backgrounds and with a range of abilities