

# Job Description & Person Specification – Helpline Advisor (Ukrainian)



**Job Title:** Helpline Advisor (Ukrainian)

**Reports To:** Helpline Manager

## Overall Job Purpose

- To deliver an information and advice service to refugees and asylum seekers in Scotland with a focus on the Ukrainian community.
- To liaise with partnership agencies effectively to reduce duplication and increase the range of channels for accessing information and advice
- To enable those, particularly Ukrainians arriving to Scotland, to identify and access rights and entitlements including benefits, health and other services.

## Key Responsibilities

- Receive enquiries from callers phoning Scottish Refugee Council services looking for advice.
- Assess needs in order to establish the level of enquiry.
- Give direct advice, sign posting and referring as appropriate to Scottish Refugee Council's services or other agencies.
- Provide information in a clear manner and refer people to online resources if necessary
- Record all required information pertaining to clients presenting at Scottish Refugee Council's services
- To work with phone interpreters when necessary.
- To work with colleagues from Scottish Refugee Council's services and keep abreast with the team's objectives and practices.
- Monitor and evaluate the delivery of helpline through good casework management and recording.
- Support the reporting requirements of the organisation by documenting and recording statistics using relevant databases.

## Other Duties

- Develop skills and undertake responsibilities, which will fulfil the purpose of the role and support the success of the organisation.
- Maintain the agreed Quality Standards and Team Standards in a consistent manner and across all functions of the team.
- In the interests of service users and in line with professional standards, to develop good working relationships with internal and external services and organisations.
- To represent Scottish Refugee Council in a professional manner at all times.
- Participate in and contribute to organisational/team meetings as required.
- Provide reports for senior staff and management as required.
- Undertake all work in accordance with Scottish Refugee Council's policies and procedures.
- Ensure that all work is carried out in accordance with Scottish Refugee Council's values, equality aims, policies and procedures.

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Quality	Essential	Desirable
Education & Training	Higher grades qualification or equivalent. Good command of English language, both verbal and written.	<ul style="list-style-type: none"> <li>OISC Level 1</li> </ul>
Job Experience & Skills	<ul style="list-style-type: none"> <li>Fluency in Ukrainian and or Russian</li> <li>Experience of providing advice and support to vulnerable groups.</li> <li>Proven ability to understand and advise on complex areas of legislation and policy.</li> <li>Good general knowledge of statutory and voluntary services and legislation.</li> <li>Knowledge of benefit, housing, employment, education, health and social work systems</li> <li>Knowledge of immigration legislation and asylum support regulation.</li> <li>Excellent communication skills.</li> <li>Excellent organisations skills.</li> <li>Good administrative skills. Good IT skills.</li> <li>Ability to work in high-pressure situations.</li> <li>Interpersonal Skills including an awareness                             <ul style="list-style-type: none"> <li>of cultural differences.</li> </ul> </li> <li>Experience of working with people whose first language is not English.</li> <li>Experience of working with interpreters.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of issues affecting asylum seekers e.g. human rights issues in different areas of the world</li> <li>Experience of working with refugees</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>Working well as a member of a team</li> <li>Ability to work on own initiative</li> <li>Empathy with refugees and commitment to the aims of the organisation</li> <li>Empathy with and knowledge of equal opportunities policy and practice</li> </ul>	

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<p>Personal Qualities</p>	<p>A quick learner who can apply new skills, procedures and approaches.</p> <p>Good at working with people: listening, confirming understanding, suggesting ideas and solutions, clear and simple explanations, supporting colleagues, patient.</p> <p>Able to work well on own initiative and as part of a team</p> <p>Confident when dealing with senior staff</p> <p>Able to project a positive, smart and professional image</p> <p>Flexible approach to working hours including occasional weekend hours</p> <p>A commitment to the work of Scottish Refugee Council and to the principles of equal opportunities</p>	
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