

Job Description and Specification

Job Title: Helpline Adviser

NRPF Advocacy Services



Job Title: Adviser – Helpline

Grade: 3

Reports to: Service Manager

Overall Job Purpose

Be the first point of contact for all people subject to NRPF across Scotland, providing a triage service and assess legal and welfare needs to be able to accurately signpost and/or refer to the right service. Provide an efficient and effective service over the phone to all refugees, asylum seekers and agencies who call Scottish Refugee Council looking for advice.

Key Responsibilities

- Receive enquiries from callers phoning Scottish Refugee Council services looking for advice.
- Make an assessment of 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.

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- 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.
- Undertake any other appropriate duties as requested.

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