

Job Description and Person Specification

Job Title: Refugee Integration Adviser

Reports To: Service Manager

Overall Job Purpose

To promote the integration and settlement of refugees to enable them to participate fully in Scottish society, by assessing their needs, goals and objectives and assisting them to uphold their rights and overcome barriers.

Key responsibilities

- Undertake an assessment of needs of clients and newly granted refugees. Giving direct advice, sign posting and referring as appropriate to other agencies.
- Provide information to clients in a variety of formats (verbal, written, leaflets and various information booklets).
- Work with new refugees to develop a personal integration plan of settlement in Scotland.
- Work with new refugees to identify an action plan for next steps including housing, education and employment.
- Provide refugees, especially those who are vulnerable or have complex needs, with specialist advice on housing, welfare rights and legal issues.
- Work with appropriate external agencies to ensure access and awareness of issues affecting refugees in areas such as employment, health, housing, welfare, money management and education
- Monitor and evaluate the delivery of services through good casework management and recording.
- Support the reporting requirements of the organisation by documenting and recording statistics using relevant key data and information relevant to the work in the case management system.
- Provide group information sessions on the rights of refugees.
- Provide advice and information to clients in their first language when required using interpreters and adhering to good practice standards.
- Deliver outreach services in a variety of community settings.
- Create, manage and maintain case files, and ensure that all relevant documentation is completed to the highest standards, within agreed timescales.
- Initiate and carry out regular case reviews as required to ensure refugees are on the right path to achieve their goals and objectives.
- Report back on key performance indicators to the team manager.
- Promote awareness of refugee needs and rights through provision of training, seminars, briefings, and electronic and written communications and by participating in appropriate networks and forums.

Service Development

- Support the development of the service and the organisation's advocacy role by identifying and providing case studies as required.

Other Duties

- 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.
- Undertake training and development activities as required to develop skills and abilities which will enable the post-holder to fulfil the purpose of the role and support the success of the organisation.
- Participate in and contribute to organisational/team meetings as required.
- Provide reports for senior staff and management as required.
- To provide appropriate support to volunteers as required.
- Ensure that all health and safety requirements are met in the delivery of the services.
- 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.

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Quality	Essential	Desirable
Education and Training	<ul style="list-style-type: none"> • Degree level or equivalent experience 	<ul style="list-style-type: none"> • Scottish National Standards for Information and Advice Providers • OISC Level 1 or above
Job Experience and skills	<ul style="list-style-type: none"> • Experience of working with 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 • An awareness of Health and Safety requirements and the ability to apply these whilst working in a public access area • Effective negotiating skills with a wide range of individuals and organisations • Interpersonal skills including an awareness of cultural differences • Understanding of the need for impartiality and confidentiality • The ability to identify trends in casework and produce case studies in order to inform social policy • A demonstrable awareness of the level of discrimination faced by asylum seekers/refugees in the UK and a strong commitment to improving the quality of support and services they receive • Good communication skills (both verbal and written) 	<ul style="list-style-type: none"> • Knowledge of immigration legislation and systems • Fluency in relevant refugee language, both verbal and written • Experience of working with volunteers

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	<ul style="list-style-type: none">• Good I.C.T. skills and knowledge of using databases and Microsoft XP• Ability to write reports and draft correspondence• Ability to work in high pressure situations	
Personal Qualities	<ul style="list-style-type: none">• Working well as a member of a team• Ability to work on own initiative• Empathy with asylum seekers & refugees• An excellent understanding of equal opportunities• Willing to travel to other locations within Scotland on occasion• Ability to maintain appropriate professional boundaries	<ul style="list-style-type: none">• Awareness of cultural differences