

Job Description and Person Specification

Job Title: Destitution Adviser



Job Title: Destitution Adviser

Reports to: Service Manager

Overall Job Purpose

To provide specialist and high-quality advice to people with complex and pressing needs, who are in the asylum system, including people with no recourse to public funds who are experiencing destitution.

The work will be a combination of direct advice in person and over the phone, referring to partner organisations and statutory bodies, and working closely with immigration lawyers.

KEY RESPONSIBILITIES

Service Delivery

- Undertake an assessment of needs and options of clients in close coordination with other relevant partner organisations.
- Prepare clients to make informed decisions by providing information and direct advice on all areas of asylum, asylum support, education and welfare support as applicable.
- Liaise closely with other organisations involved in the project and refer cases in accordance with agreed protocols
- Initiate and carry out regular case reviews as required to ensure a sustainable outcome.
- Provide clients, especially those who have complex needs, with specialist advice e.g. health issues
- Provide briefing sessions to clients as required.
- Deliver outreach services in a variety of community settings.
- Provide face to face and telephone advice and information to clients in their first language using interpreters and adhering to good practice standards.
- Work in partnership with other stakeholders and advocate where necessary, identifying opportunities for good practice throughout.
- Undertake the completion of relevant paperwork to assist service user's eligibility for support
- Create, manage and maintain case files, and ensure that all relevant documentation is completed to the highest standards, within agreed timescales.
- Support the reporting requirements of the organisation and funders by documenting and recording stats using relevant databases.
- Maintain the agreed quality standards and team standards in a consistent manner and across all functions of the team.

Service Development

- Support the development of the service and the organisation's advocacy role by collecting required data and identifying and providing case studies as required.
- Promote awareness of clients' needs and rights through provision of training, seminars, briefings, and electronic and written communications and by participating in appropriate networks and forums.
- Promote evidence-based practice and incorporate learning while implementing change at the individual, intra and inter organisational levels

Other Duties

- To represent Scottish Refugee Council in a professional manner at all times.
- Undertake all work in accordance with Scottish Refugee Council's policies and procedures.

Job Description and Person Specification

Job Title: Destitution Adviser



-
- Ensure that all health and safety requirements are met in the delivery of the services.
 - 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, interns and student placements as required.
 - Undertake any other appropriate duties as requested.

Job Description and Person Specification

Job Title: Destitution Adviser



Quality	Essential	Desirable
Education and Training	<ul style="list-style-type: none"> Educated to higher level or demonstrate equivalent experience Commitment to work towards IAA level 2 qualification in Asylum and Protection 	Trained to IAA level 2
Job Experience and Skills	<p>Client Support and Casework:</p> <ul style="list-style-type: none"> Experience working directly with people in vulnerable or crisis situations, including those facing destitution, trauma, or with No Recourse to Public Funds (NRPF) Experience conducting needs assessments and supporting individuals with complex, overlapping issues (e.g. housing, mental health, immigration status) Ability to manage and maintain detailed, confidential case files and to deliver accurate and timely advice <p>Legal and Welfare Knowledge:</p> <ul style="list-style-type: none"> Good working knowledge of the UK asylum system, asylum support entitlements, and NRPF restrictions Understanding of wider statutory systems including housing, welfare benefits, health, education, and social care Ability to interpret and explain complex legal and policy information clearly and accessibly to diverse audiences Understanding of the need for impartiality and confidentiality <p>Advocacy and Partnership Working:</p> <ul style="list-style-type: none"> Experience advocating on behalf of clients and negotiating with statutory services, local authorities, or partner organisations Experience working within multi-agency settings and following agreed referral protocols Experience supporting individuals in challenging systems and contributing to improved outcomes 	<ul style="list-style-type: none"> Experience of working with interpreters Fluency in relevant refugee language, both verbal and written Experience of working with volunteers, and students

Job Description and Person Specification

Job Title: Destitution Adviser



Quality	Essential	Desirable
	<ul style="list-style-type: none"> Ability to identify trends in casework and produce case studies in order to inform social policy <p>Communication and ICT Skills:</p> <ul style="list-style-type: none"> Excellent verbal and written communication skills, including the ability to produce case notes, reports and professional correspondence Strong interpersonal skills, with an understanding of cultural sensitivities and trauma-aware communication Experience working effectively with interpreters and delivering advice through language support Proficient in using Microsoft Office, databases, and case management systems Strong organisational skills and ability to manage competing priorities in high-pressure environments 	
Personal Qualities	<ul style="list-style-type: none"> Excellent understanding of equal opportunities Commitment to human rights, anti-discrimination and person-centered approaches High emotional resilience and ability to maintain professional boundaries in challenging and emotive situations Ability to work independently and as part of a team, managing workload and deadlines in a pressured environment Willingness to travel across Scotland as needed to support outreach or partnership delivery 	<ul style="list-style-type: none"> Awareness of cultural dynamics Awareness of intersectional issues