

## JOB DESCRIPTION

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<b>Job Title:</b>	Immigration Link Worker – Street Legal
<b>Directorate:</b>	Migrant and Rough Sleeping Services
<b>Location:</b>	Pan London with base at 3 Thomas More Square, London
<b>Responsible to:</b>	Deputy Manager
<b>Responsible for:</b>	N/A

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### Purpose of the job

To deliver the Street Legal service in conjunction with other members of the team.

To work pan-London to promote access to immigration advice and bridge the gap between immigration advice services and homelessness professionals in order to get the best outcome for clients. You will:

- Work with clients who have an immigration support need to end their homelessness.
- Liaise with homelessness professionals and advice providers to identify cases that are stuck and find creative solutions.
- Support work to upskill professionals on best practice when supporting clients with an immigration support need.

### KEY RESPONSIBILITIES

- Promote access to immigration advice and support to clients who might find it challenging to participate in the process.
- Participate in the Street Legal weekly rota including working flexibly from office base, street outreach, “Floating Hubs” or NSNO appointments in response to service needs.
- Actively promote immigration advice services to homelessness practitioners.
- Provide support to homelessness professionals on working with clients who have an immigration support need.
- Support clients who are rough sleeping or in emergency accommodation, their legal representatives and referring team as necessary. This might include support to access accommodation and ensuring adequate support is given during their stay. This will include:
- Supporting clients to access immigration advice in a way that meets their needs
- Supporting clients to work with their immigration adviser to submit and immigration application where possible
- Supporting client to access emergency and long-term accommodation option that meet their needs in line with St Mungo’s policies and procedures
- To maintain up to date knowledge on eligibility and entitlement, housing law, welfare rights, substance misuse, mental health, local authority guidance and pan London developments in homelessness provision
- To recruit, induct and provide regular support and supervision and appraisals to the volunteers and students on placement within the service.

## **Partnership Work**

- To facilitate productive communication between professionals involved in the client's case, ensuring the client's voice is front and centre of this work.
- Identify cases that are stuck and identify operational and structural barriers to supporting individuals to resolve their immigration situation and recover from homelessness
- Support work to upskill professionals on best practice when supporting clients with an immigration support need to end their homelessness.

## **Internal communication and liaison with outside agencies:**

- To liaise within Data Protection legislation and negotiate effectively on a day to day basis with outside agencies including the Home Office, NHS, police, consulates and embassies, social services and other statutory and voluntary agencies.
- To build and maintain good working relationships with colleagues in partner outreach teams and referring agencies.

## **GENERAL**

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Immigration Link Worker – Street Legal

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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities in relation to each of the points. Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

### ESSENTIAL REQUIREMENTS

#### EXPERIENCE

1. Experience of working with vulnerable people and understanding of the needs and support requirements of vulnerable clients, including those with irregular immigration status.
2. Experience of formally assessing individual needs and options and supporting people address their needs through case management and an understanding of the importance of involving clients.
3. Personal experience of homelessness or a sound understanding of the issues faced by street homeless or vulnerably housed people who require support to resolve their immigration situation.

#### SKILLS, KNOWLEDGE AND ABILITIES

4. Ability to build positive relationships with professionals from a range of sectors in order to get the best results for clients.
5. Knowledge of housing legislation, migration and immigration legislation, welfare benefits.
6. Proven ability to communicate and negotiate to a high level and build strong partnerships with external agencies and stakeholders.

**The below essential criteria will be assessed at interview stage:**

7. Administrative skills including the ability to familiarise yourself with IT applications and basic computing skills.

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work shifts including evenings, weekends.
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Is client and customer focused</li> <li><input type="checkbox"/> Is open to new ideas, improvement and change</li> <li><input type="checkbox"/> Handles situations and problems with innovation and creativity</li> <li><input type="checkbox"/> Shows commercial and financial awareness</li> </ul>
<b>Interacting and Influencing</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership</li> <li><input type="checkbox"/> Shows self-awareness</li> <li><input type="checkbox"/> Works well with other people</li> <li><input type="checkbox"/> Collaborates and networks effectively internally and externally</li> <li><input type="checkbox"/> Shows sound communication and influencing skills</li> </ul>
<b>Understanding and Doing</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements</li> <li><input type="checkbox"/> Able to think strategically</li> <li><input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role</li> <li><input type="checkbox"/> Has good writing skills at the level required for the job</li> <li><input type="checkbox"/> Plans, organises and manages time well</li> <li><input type="checkbox"/> Demonstrates compliance and accountability</li> </ul>
<b>Involving and Including</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Builds client/stakeholder involvement into all activities</li> <li><input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop</li> <li><input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>
<b>Managing and Empowering (for managers only)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Builds a high performing team</li> <li><input type="checkbox"/> Provides staff with clear direction and support</li> <li><input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team</li> <li><input type="checkbox"/> Manages the operational aspects of their function efficiently</li> <li><input type="checkbox"/> Implements plans, strategies and services effectively</li> <li><input type="checkbox"/> Actively contributes to service growth</li> </ul>