



Cheshire
West

Outreach Adviser(Asylum Seekers & Refugees)

Job description

Team overview	The Community Advice Team offers advice and support to vulnerable people in our area, working from locations such as food banks, community hubs, and outreach centres	
Reporting to	Community Advice Supervisor	
Location	Based in Chester will require regular travel across the district	Significant travel required
Hours	18 hours per week (flexible but usually Tue, Thu, Fri) 10am - 5pm (1 hour lunch)	
Salary	£27,711 pro rata per annum	
Contract	Fixed term for 1 year (with likely extension for a further year)	
Role purpose	To provide an outreach advice service specifically targeted at asylum seekers and refugees working in partnership with, and taking referrals predominantly from CHAWREC (Cheshire Halton & Warrington Race & Equality Centre) and other community provisions that facilitate welcoming spaces.	
Main responsibilities	<p>Key tasks</p> <ul style="list-style-type: none">• Help clients live healthier, happier lives by giving them clear, easy-to-understand advice that can lead to better income, access to services, and life choices.• Support refugees and asylum seekers by explaining how to get the healthcare and mental health services they need, helping reduce stress and	

	<p>improve well-being.</p> <ul style="list-style-type: none"> • Provide free legal and practical advice on issues like money, bills, benefits, housing, debt, and immigration (including citizenship at Immigration Advice Authority (IAA) Level 1), especially for people new to the UK. • Work closely with local organisations to make sure clients get joined-up and well-coordinated support. • Raise awareness among clients and partner organisations about available services, so clients can get the right help more easily.
Project Development	<ul style="list-style-type: none"> • Lead on the development of the Project in the Cheshire West and Chester area. • Support the implementation of innovative access and delivery channels into advice • Work with the funder to develop mechanisms to capture, analyse and interpret data • Develop and maintain a network of referral partners to ensure the project meets delivery targets.
Service delivery	<ul style="list-style-type: none"> • Provide a full range of advice through face-to-face and telephone appointments based in the community. • Attend community venues, cafe sessions, support groups and outreach events across Cheshire West to raise awareness of the service offered and build confidence in the asylum and refugee community • Provide basic welfare benefits advice to clients to include assessing eligibility for benefits, better-off calculations and other income maximization advice . • Assist clients with other problems which are an integral part of their case, referring to other advisers and/or agencies as appropriate. • Complete benefit forms when appropriate

Performance and evaluation	<ul style="list-style-type: none"> • Ensure correct outcomes are recorded on Casebook <ul style="list-style-type: none"> - Improved Access to Legal and Practical Support: Increased awareness and understanding of asylum procedures, rights and entitlements. - Improved Well-being and Mental Health: reduced anxiety and uncertainty about status, enhanced confidence and independence - Reduction in Homelessness and Destitution: less rough sleeping and food bank dependency
Information technology	<ul style="list-style-type: none"> • Ensure up to date knowledge of internal systems including but not limited to GSuite, Casebook, Citizens Advice electronic information system. • Effectively use Citizens Advice resources to provide accurate and up to date information and advice to clients. • Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. • Use a range of IT in the provision of general advice, including but not limited to: webchat, email and telephone.
Team development	<ul style="list-style-type: none"> • Work cooperatively with colleagues and maintain good teamwork, clear lines of communication and common practices within the CACW team.
Meetings	<ul style="list-style-type: none"> • Attend all meetings as and when required of your role. • Keep in daily contact with your line manager and colleagues. • Attend and contribute effectively to regular Support Meetings with your line manager.

	<ul style="list-style-type: none"> • Attend staff meetings and internal/external forums and meetings.
Administration	<ul style="list-style-type: none"> • Ensure GDPR compliant case notes are recorded on an electronic case recording system (Casebook) and reflect the information received from the client and the advice given. • Ensure all statistical reporting data is completed effectively. • Keep up to date with all Citizens Advice Cheshire West policies and procedures. • Ensure the correct procedures are used and recorded for signposting and client referrals. • Be self-administering and undertake general administration tasks e.g. taking messages; photocopying, collating, filing; processing post etc.
Personal development	<ul style="list-style-type: none"> • Ensure all mandatory training is completed on time using the Development time allowed. • Identify and implement plans for own training and development needs. • Maintain personal training and development record.
Other	<ul style="list-style-type: none"> • Promote and work within the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service. • Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
<p>Please note that this job description does not constitute a ‘term and condition of employment’. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.</p> <p>Citizens Advice Cheshire West is a fast-moving organisation and therefore an employee’s duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

Person specification

Essential criteria	
1	Have recent or current experience in advice delivery, especially level 1 immigration (ideally within Citizens Advice)
2	Empathy, compassion, and a strong desire to help people from other countries build better lives in our community.
3	Strong appreciation and understanding of cultural differences and language variety.
4	Experience using interpretation services such as LanguageLine, or willingness to be trained and use them confidently
5	Proven ability to build trust and rapport within diverse communities, particularly with individuals who may be uncertain about engaging with services.
6	A full, clean driving license, own car and willingness to travel across the district
Desirable criteria	
7	Have strong or lived experience of the asylum seeker / refugee process - knowledge of how the system works, what the struggles are and how to find and effectively engage with people from this group.
8	Has some flexibility on working days / hours

