

We're hiring

**Immigration
Casework Assistant**



WELCOME

Message from our CEO

Thank you for your interest in working at LRMN and supporting the life changing work that we do. It is thanks to our wonderful staff members, volunteers, trustees, and our clients that LRMN is a dynamic and joyful work environment where we enact real and tangible change for the communities we work with. We'd love to have you join us and support us to grow.

Our staff and volunteers are our greatest asset, so we take recruitment seriously. To this end, please find in this job pack information about LRMN, the communities we support, and the Casework Assistant role. If you need more information, please do not hesitate to reach out.

We will always stand by people standing up to an unjust immigration system. We provide a safe haven for people to rebuild their lives and our Casework Assistant role is a key part of that. Sitting in the immigration team, you will provide vital support to Immigration Advisors and ensure that immigration clients receive essential advice. This is an exciting opportunity which would suit somebody who is looking to progress into accredited immigration casework - we will support you to complete your OISC Level One accreditation. You will be managed and supported by our Immigration Manager. We're a small and collaborative team so you will have the opportunity to work closely with other members of the organisation.

Our story

In the 1980s a group of students, teachers and local people came together to form an advice service to support refugees and asylum seekers in Lewisham. In 1992, with financial help from Lewisham Council, the advice service opened its first office and by 1996, we became a registered charity, opening our doors to all migrants in need of our help.



Alan Robertson, CEO

ABOUT US

Our Vision

People from all backgrounds belong and thrive and are treated with respect and dignity in a just and welcoming society.

Our Mission

To enable refugees, asylum seekers and migrants (RASM) to know and exercise their rights, thrive, integrate and engage in activities to bring about change for a better future.

Our Goal

To reduce poverty, increase inclusion and engagement, and improve mental health and well-being amongst the RASM community in London.

Our Values

Collaborative

We know we are stronger together. We will involve the people we serve, our team and our partners in designing and delivering our work.

Refugee and Migrant Justice

Rights and justice primarily for refugees and migrants are at the heart of everything we do.

Integrity

We will be honest and do the right thing

Equity, Diversity and Inclusion

We are committed to building a community that removes barriers, embraces people from all backgrounds and provides opportunities for them to rebuild their lives.

Our Strategic Goals

Strategic Goal 1

Effective and Modern Governance, Leadership, Management, Financial and Organisational systems and operations.

Strategic Goal 2

Grow and Improve our services.

Strategic Goal 3

Develop and sustain effective and relevant partnerships, collaboration and influence.

Strategic Goal 4

Resilient, competent and compassionate workforce.



This year's HIGHLIGHTS

1,671

People supported
by LRMN

221

People received
housing and
welfare benefits
advice

243

Applications made
to regularise status

196

Women and girls
supported by the
Women Together
project

1,785

Food parcels given out,
with 1,530 of these at the
Migrant Hub!



£1,730

Hardship funds given

103

Issues solved for
resettled refugees
in Lewisham



79

People given digital
access support

357

People supported
through the
Greenwich Migrant
Hub



Miri's story

When Tatsu found Miri sleeping in the corridor of her building, she couldn't imagine what Miri had been through. After hearing her story, Tatsu brought Miri straight to LRMN, where we started our work to support her.

Miri's in-laws had been threatening her, and she had been experiencing domestic abuse. One day, Miri couldn't take it anymore and contacted a travel agency to help her get to the UK. She saved all her money to pay the agency for the documents, travel, and accommodation, transferring her life savings. She hoped to secure a good life in the UK, and education for her children.

However, Miri's host took her money, passport and travel documents and locked them away. Then she made Miri work in the house, unpaid. Miri's children, who she had prepared for school, were not allowed to leave their bedroom. It was violent, difficult, and exhausting - and one day, she had packed her bags and run, which is when Tatsu had found her.

LRMN immediately secured emergency support and accommodation for Miri and her family, and secured immigration advice from a specialist agency working on modern slavery. As a result, Miri is now on the path to being safely able to stay in the UK, getting the support she needs, and her children are finally able to attend school.

Modern slavery is a common challenge we see at LRMN. With a worsening political environment, and a lack of safe routes, we are deeply concerned about a rise in modern slavery and human trafficking and urge the government to open more routes to settlement.

WHAT WE OFFER

Annual leave

26 days leave (pro-rata) plus bank holidays and additional days off between Christmas and New Year when the office is closed (normally 3 days).

Core hours

Our core hours are 10am-12pm and 2pm-4pm. Staff can work their hours flexibly around these.

Hybrid working

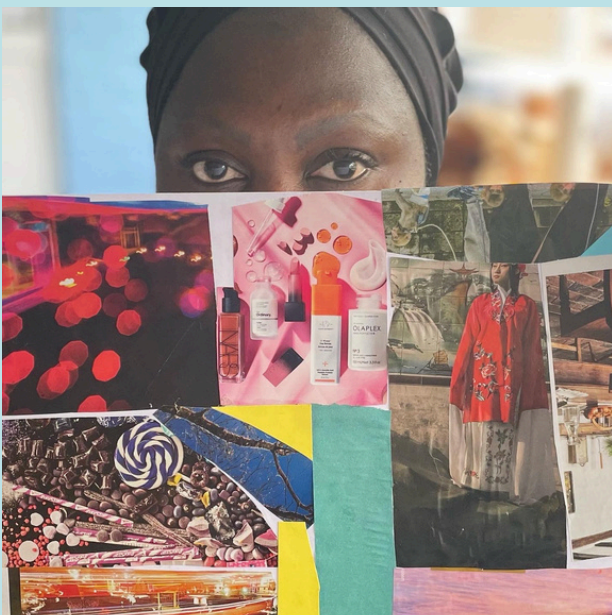
We have adopted a hybrid working model. Staff working 4 or 5 days/week are required to be in the office 2 days a week. Other staff are required to be in the office 3 days every fortnight.

Training & development

Each staff member has an annual £500 training budget for them to use in agreement with their manager. We also hold regular training for the whole staff and volunteer team.

Wellbeing support

We offer all staff external clinical supervision and access to an Employee Assistance Programme.



Experts by Experience Employment Network

We are proud to be a member of the Experts by Experience Employment Network, which aims to create a charitable sector that is led by people with lived experience of the asylum and immigration system. As part of this network, we challenge the one-size-fits-all approach in our employment practices, and respect personal circumstances and needs of people with lived experience. Please feel free to use their information and resources which may help in preparing your job application.

JOB DESCRIPTION

Role	Immigration Casework Assistant
Reports to	Immigration Manager
Location	Lewisham and outreach locations in South-East London
Hours/week	35 hours/week
Salary	£28,000 + 6% pension
Type of contract	Permanent

Main Roles

- Provide administrative support for the LRMN's RSI5 (rough sleepers) project including processing referrals and liaising with partner organisations and referral agencies.
- Provide administrative and casework support for two immigration advisors working on the GLA funded rough-sleepers initiative.
- Provide administrative and casework support to the Immigration Manager as required.

Specific Duties

- Explain LRMN's services to partner agencies and their clients.
- Support staff and clients from partner agencies to make referrals to LRMN.
- Triage referrals to ensure that caseworkers can provide an efficient and speedy service and coordinate their access to support.
- Ensure that caseworkers have the information they need to support clients by collating information and documents from clients.
- Ensure that all necessary forms are completed and signed by clients.
- Provide administrative support to caseworkers, ensuring that case notes and documents are saved appropriately.
- Act as a liaison between staff from partner agencies and LRMN.
- Signpost clients and staff to other services in the area as appropriate.
- Alert staff and management in both LRMN and referral agencies of any safeguarding concerns.

Other Duties

- To participate in LRMN staff meetings, maintaining a high level of professionalism and contributing skills and knowledge towards best practice for the organisation.
- To attend supervision and appraisal meetings and other relevant activities.
- To be administratively self-servicing.
- Work flexibly as agreed to meet the demands of the service – this may involve evening and weekend work.
- Maintain confidentiality in all matters relating to the work of the organisation.
- Comply with LRMN's policies and procedures.
- Positively promote LRMN and its work.
- Undertake any other work as maybe reasonably requested.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview processes for this post. Candidates are encouraged to answer the essential list below to the best of their ability.

Essential

- Demonstrable good level of literacy and numeracy.
- Ability to work fluently with a range of applications including Gmail, Google Workspace, Microsoft Word and Excel and an ability to work with IT effectively.
- Strong commitment to working with disadvantaged groups.
- Empathy with and some knowledge and understanding of issues affecting migrants.
- Empathy with and some knowledge of issues around violence against women and girls.
- Ability to work under pressure, assisting a number of colleagues.
- Excellent communication skills, both oral and written
- Excellent record keeping both paper based and electronically.
- Proven interpersonal skills
- Ability to work communicate effectively with a range of stakeholders to maintain service provision.
- An understanding and sensitivity to other cultures and issues raised by Immigration/Asylum matters.
- Ability and willingness to travel to conduct outreach work.

Desirable

- Knowledge/experience of working in the Not for Profit sector.
- Desire to acquire immigration accreditation to OISC Level 1 and above.

HOW TO APPLY

To apply for this role, please complete our [online application form](#).

We do not accept CVs - please describe how you meet the person specification in the application.

LRMN is an equal opportunity employer and committed to safeguarding and fulfilling its duty of care to people working and volunteering in the organisation and to those we come into contact with.

The successful candidate will be required to complete an Enhanced DBS.

After submitting your application, please also complete our [equality monitoring form](#). This is not connected to your application and will not be used in shortlisting.

Deadline: 9am 14th May
Interviews: Week of 20th May

Got questions?

If you have any questions about the role, need this information in a different format, or need our application form in a different format, please reach out to Jorja at jorjamay.pitt@lrnmn.org.uk.

LRMN.ORG.UK

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