



Helping EU citizens to stay in the UK after Brexit

Job description

Job title:	Ukraine Family Adviser
Reporting to:	CEO
Duration:	21 hours a week to be spread over 5 working days if possible. Possibility of increasing to full time. 6-month contract with possibility of extension.
Salary:	£9,000 (Full time equivalent £30,000 per annum)

About Settled

Settled is a charity founded in 2019 which aims to ensure that EEA and Swiss citizens who previously made a home in the UK can retain and exercise their rights here following the UK's exit from the EU. Settled provides information, advice and support services throughout the UK via multi-lingual telephone helplines and online forums, and in person. Settled is registered to give immigration advice at OISC Level 3. A small staff team co-ordinates a multidisciplinary network of 100+ volunteers of different nationalities and languages. The work includes helping EU citizens and their families to secure their immigration status under the EU Settlement Scheme and supporting them to exercise their rights to live, work, access services, join family and travel freely in and out of the UK. We have a particular focus on the needs of vulnerable groups such as children, the elderly, Roma communities and victims of trafficking.

We are beginning to take enquiries about family members from Ukraine and expect this will be a growing part of our work this year.

Main purpose of the job

1. Respond promptly and compassionately to enquiries concerning EU citizens in the UK who have family members from Ukraine that they wish to bring to the UK. Provide accurate information, advice and support via email and phone. Provide limited advice to other enquiries (ie related to people in Ukraine that are not linked to EU citizens in the UK) and refer them to other organisations.
2. Establish and develop this new service at Settled: collating background information, setting up systems, keeping excellent records and building internal and external relationships (including with funders), so that the service can develop to meet an evolving situation.

Responsibilities

Provide information, advice and support services by email and phone in English and Ukrainian (initially only the email will be publicised, a phone-line may be added later). Sensitively and effectively respond to enquiries from people facing traumatic situations.

Collate relevant background information on a fast-changing situation to enable the service to provide accurate and expert advice.

Set up and maintain an excellent system for keeping records of people seeking help from this service, and any other necessary systems. Keep appropriate records of service delivery and outcomes and produce reports for internal monitoring processes and for funders.

Work with other members of the Settled team to develop a small group of volunteers to support this project, and to produce and translate written information as needed. Provide volunteers with ongoing support and guidance and encourage volunteers to refer to experts as needed. Foster a culture of respect and teamwork between volunteers and staff: promote good communication, hold regular meetings, resolve difficulties, celebrate successes and enable volunteers to participate in decision-making processes.

Ensure that you have sufficient technology to deal with lengthy online processes, collaborating with Settled's IT support contractor as needed.

Build positive external relationships especially referral pathways for people that cannot be helped by Settled. Be an ambassador for Settled, helping to communicate its achievements and vision to a wider audience. Contribute to the knowledge of other organisations and decision-makers (eg politicians) by sharing learning from Settled's services, taking appropriate account of confidentiality and respect for clients.

Manage expenditure for your area of responsibility in accordance with Settled's financial management policies and ensure reasonable care is taken of Settled equipment. Work supportively within a busy staff team, participate in internal meetings and planning processes and contribute to organisational development. Attend Settled's annual general meeting.

Undertake ad hoc tasks compatible with the role in order to ensure the smooth running of the service and the organisation.

Person Specification

Professional knowledge, skills and experience

1. Service management ability sufficient to manage a multi-lingual email and phone service and adapt this according to needs.
2. Expertise in running information, advice and support services. Registered with OISC to give immigration advice (OISC Level 1EUSS is adequate but higher level is preferable). Understanding of the rights of EU citizens in the UK with family from Ukraine.
3. Able to speak Ukrainian. In addition, ability to speak Russian an advantage.
4. Experience of managing volunteers with knowledge of good practice in volunteer management.
5. Able to work remotely, using online tools and work with IT support as needed.
6. Ability to record and analyse data and sharing learning, taking appropriate account of confidentiality.
7. Able to set up new systems, develop new relationships and establish a new service.

Personal skills/qualities

1. Honesty, integrity and good listening skills. Can work ethically and sensitively with beneficiaries, volunteers and supporters.
2. Positive and proactive, with the drive to succeed. Able to prioritise tasks and resolve problems.
3. Well-organised, enjoys responsibility, able to work independently.
4. Ability to set and achieve goals within agreed timescales. Flexibility to vary working hours in order to respond to unpredictable demands, deadlines or opportunities.
Resilience under pressure.
5. Ability to work supportively and effectively in a national charity with a busy team of staff and volunteers. Commitment to equal opportunities.
6. Able to balance client-care with self-care when dealing with victims of trauma and to seek help when needed.

March 2022