

Person Specification



Senior Advice Worker

Skills and Experience

Essential

1. Law degree or other equivalent qualification
2. Minimum of three years experience of managing Generalist Advice Work service provision
3. Experience of working with migrants, refugees and homeless families.
4. Experience of working to Quality Mark Standards and ensuring compliance and competence
5. Experience of day to day management/supervision of staff and volunteers including casework support and file review
6. A good working knowledge of current immigration legislation. Regulated by OISC at level 1.
7. Demonstrable knowledge of housing, debt, welfare benefits, children and community care legislation and practice, including ability to calculate entitlement.
8. Experience of maintaining both manual and computerised records for all casework and file reviews.
9. Experience of dealing with crisis and resolving complex issues
10. Experience of developing, implementing and delivering workshops/training programmes and presentations for service users, volunteers, internal and external audiences
11. Excellent research, written and communication skills and displaying a proactive, enthusiastic and flexible approach to work
12. Effective and able to prioritise own work, and the work of others, against performance targets
13. Ability to monitor, analyse and interpret complex information and provide case studies and outcomes reports
14. Ability to work as part of a team. Experience of developing and maintaining partnership working with statutory and voluntary agencies.
15. Commitment to data protection and equal opportunities in all aspects of the work.
16. Support the values, ethos and philosophy of a Christian based organisation.

Desirable

- Ability to speak a second language, one spoken by families living within the Borough of Haringey e.g. Turkish, French, Spanish
- A current driver's licence