

Service Provision assistant (Russian and/or Ukrainian speaker)

Job Description and person specification

Role title: Service provision assistant (RU / UKR speaker)

Salary range: £25,000 - £28,000 (per year, depending on accreditation and experience)

Hours: Full time (37.5 hours per week)

Contract: Fixed term (12 months) with a view to extend, subject to funding.

Annual leave: 31 days (28 days + 3 days Christmas closure)

Location: London hybrid, with the option of remote-only work for an exceptional candidate.

Reporting to: Service Provision Manager

About the Work Rights Centre

Work Rights Centre is a charity founded by migrants, and for migrants. Every day our multilingual team of advisers support beneficiaries to stand up to unscrupulous employers, apply for jobs, access benefits when they're struggling, and secure their immigration status. Since our foundation in 2016 we have supported over 3,300 individuals, recovered over £150,000 in unpaid wages, and helped more than 750 EU citizens to secure their status in the UK after Brexit. We're just getting started. As one of only a handful of charities with a Russian-Ukrainian speaking caseworker, we're at the forefront of the UK's response to the humanitarian crisis. We're looking for another colleague to join our frontline team in serving this community, at this important moment in time.

About Service Provision

The service provision team is the core of the Work Rights Centre. A total of 3 assistants, 2 officers, 2 managers, and 2 subject experts work tirelessly to support migrants and BAME Britons.

Common enquiries include assisting service users with accessing employment rights, such as unpaid wages, improving their employability by drafting a CV or cover letter, helping them secure their immigration status, or applying for benefits when they need it. Since the war in Ukraine started, we supported over 200 Ukrainians in accessing the Home Office schemes and their rights in the UK.

Service provision assistants are the bedrock of the team. They assess clients' needs, determine priorities, and with supervision senior colleagues, then gradually on their own, provide advice and casework. You will have your own caseload, and a real chance to make an impact on people's lives. Occasionally, you will hold outreach sessions or trainings, with a view to strengthen the charity's links to our communities. This is a real chance to make your mark, and an ideal position for a candidate who is looking to build a career in a legal profession or community development. The charity encourages excellence, and has systems in place for career progression and continued training.

Responsibilities

1. Providing advice

As a service provision assistant and a Russian and/or Ukrainian speaker, you will be the main point of contact for our Russian – Ukrainian speaking service users. This is a varied role which will challenge you to develop several strands of knowledge. One day you may get queries about the Home Office visa schemes for Ukrainians. On another day, your clients may have an issue of non-payment. Your manager and senior colleagues will provide training and ample guidance. But we will expect you to trust your voice, and gradually take the lead in your own client work. In practice, you will:

- A. Respond to client enquiries courteously, professionally, and in a timely manner.
- B. Conduct a standardised assessment of each client's needs, their status, and eligibility.
- C. Ensure that the client signs all necessary confidentiality agreements, and they understand the scope of our work, our commitment to them, and to their data protection.
- D. Carefully log case notes in the charity's case management systems, and store their files in our secure drive, in compliance with the charity's policies and with regulator standards.
- E. Take the action suitable for the client needs identified. Depending on the complexity of each enquiry, you may need to consult with senior colleagues, or chart that course of action by yourself. Some cases will require concise advice. Others will develop into complex and stimulating casework, stretching over weeks. Gradually, your manager will want to see you develop your own voice, and take the lead in cases.
- F. Follow up after the consultation to determine whether the needs identified have been met.

At all times we expect you to treat your service users, colleagues, and other charity stakeholders with kindness and professionalism. We look to you to uphold a standard of excellence in your advice and case work, as well as in all administrative and monitoring duties which accompany client work in a professional organisation.

2. Outreach and development

Outreach. As a charity founded by migrants, and for migrants, we value the relationships we built with our communities. You will also be expected to contribute to outreach, with a particular focus on under-represented migrant groups. Outreach may take the form of social media engagement, by occasionally translating and posting useful information on Russian and Ukrainian social media groups; or it may take the form of training or drop-in sessions, delivered online or in person. Lockdown rules permitting, you may be required to hold presentations in community hotspots - such as, but not limited to, schools, libraries, places of worship, and shops.

Development work is generally focused on cultivating a good relationship with like minded stakeholders such as, but not limited to, other charities, local authorities, or diplomatic missions. This may consist of attending training sessions, taking notes, and sharing them with the team; attending meetings, drafting a summary of action points and circulating them to the team.

Flexibility. There is a lot to learn, and to offer, at the Work Rights Centre. The charity has grown substantially since our foundation in 2016, both in terms of casework, policy influencing, and media interventions. This relies on our ability to remain agile. We trust you to be responsive to our changing needs, and to adapt your workload and undertake any other duties that may be reasonably required.

Key skills

Qualifications

- Graduate or studying towards a degree, preferably law, with flexibility for a candidate who is exceptionally experienced.

Knowledge and experience

- Two years' experience in working with vulnerable adults, with a view to diagnose, and address, social mobility issues.
- Good knowledge of at least one of the areas of advice and casework we cover - employment rights, immigration, or welfare benefits.
- Experience providing advice, setting clear client expectations, and monitoring outcomes.
- Good knowledge of, and empathy with, the issues encountered by Ukrainians in the UK.

Skills

- Proficient Russian and / or Ukrainian speaker.
- Excellent communication skills in English and Russian and/or Ukrainian, you communicate clearly, sensitively, and confidently with a wide range of people, in writing and orally;
- Excellent research skills, you are able to find information from reputable sources, and know how to organise your sources and notes.
- Excellent organisational skills, you are organised and manage your time well, including when you have to work on several tasks.
- Good IT skills, you are able to work in Word and Excel to a high standard, as well as use Google Drives and remote work platforms.

Personal attributes

- Confident and resourceful, you enjoy client work and are keen to learn.
- Enthusiastic and proactive, you are self-motivated by a strong sense of justice.
- You have a real commitment to the aims and values of the Work Rights Centre.

Desirable

- OISC Level 1 accreditation.

Even if you are not sure whether you have all the experience, if you have the language skills and share our commitment to excellent advice, and you trust your ability to make a positive contribution to our team, we encourage you to express interest.

How to apply

Please send a CV and cover letter to lora.tabakova@workrightscentre.org by the 30th of May 2022. Successful candidates will be notified shortly after the deadline, and interviews will be conducted from 01 June. We seek to appoint a candidate as soon as reasonably possible, and are prepared to accommodate hybrid working to ease their transition into the post.