

Supervising Senior/Advanced Caseworker - Immigration

Job pack

Thanks for your interest in working at North Yorkshire Citizens Advice & Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work for us.

In this pack you'll find:

- An overview of North Yorkshire Citizens Advice & Law Centre
- An overview of the role
- The job description
- The person specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Laura Holland by emailing laura.h@northyorkslca.org.uk or calling 01653 695542



Overview of North Yorkshire Citizens Advice & Law Centre

We provide free, confidential and impartial information and advice on a range of issues including money, benefits, housing and employment, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face.

We're an independent charity and part of the Citizens Advice and Law Centre networks across England and Wales. Our main offices are located in the heart of our communities in Harrogate, Malton, Northallerton, Richmond, Scarborough, Selby, Skipton and Whitby. We also have a number of outreach locations that we deliver advice from across North Yorkshire and #WeComeToYou in our Advice Bus and Advice Van.

Often, people are in crisis by the time they reach out to us, unable to see a way out of the situation they find themselves in. We provide one to one advice to tackle their immediate problem and address any underlying and overlapping issues through specialist one to one advice provided by experienced and qualified advisers and highly skilled volunteers.

We give advice face to face, over the phone, and via web chat and email. We help around 25,000 people a year on all types of issues. Our Law Centre provides specialist legal advice on housing, immigration, employment and family matters.

As an independent charity, we raise all our own money, and each of our offices has its own identity within the local community.



The role

This role involves working alongside our existing Immigration and Asylum Solicitor and the wider Law Centre team to enhance access to justice across York and North Yorkshire. Managing a diverse caseload, you will deliver client-focused support and collaborate with external organisations to ensure comprehensive assistance on immigration matters such as deportation, applications for leave and immigration documentation.



Job description

Specialist Legal Advice and Casework

- Manage a caseload of immigration clients, ensuring timely and accurate casework in line with the organisation's policies and role/funder targets
- Provide expert legal advice and representation on immigration and asylum matters, including family reunification, visa applications, and asylum claims
- Prepare for and represent clients at tribunals, immigration hearings, and courts, where required
- Offer advice via telephone, face-to-face, and email, tailoring the approach to suit each client's needs
- Work across Legal Aid and grant funding contracts
- Work with external organisations (e.g., the Home Office, Immigration Services, and support services for asylum seekers) to ensure comprehensive support for clients
- Provide general administration support relating to client cases, working closely with the Law Centre administration team

Client Relations

- Provide compassionate, client-centred support, ensuring clients' confidence in the process and maintaining positive relationships with external stakeholders
- Research relevant case law and immigration precedents to ensure

accurate, up-to-date advice

- Build and maintain strong relationships with clients, offering clear and accessible guidance on legal options, empowering them to make informed decisions
- Draft and review legal documents such as applications, contracts and other supporting documentation related to immigration matters

Professional Standards

- Maintain compliance with all regulatory and professional standards applicable to the practice of immigration law and legal aid requirements
- Keep detailed and accurate records of all casework, client advice, and documentation submitted to authorities
- Safeguard client confidentiality and adhere to ethical legal practice standards as outlined in the Legal Aid Agency's guidelines
- Ensure up-to-date knowledge of immigration law and policies to maintain service quality and client care

Personal Development

- Stay updated on developments in immigration law through training, research, and professional networks
- Actively participate in team meetings and contribute ideas for improving client service and operational efficiency
- Pursue relevant continuing professional development (CPD) opportunities and other relevant professional qualifications



Person specification

Essential

1. Supervising Senior or Advanced Caseworker Accreditation under the SRA's IAAS, in line with the requirements for LAA Contract Supervision, or being willing and eligible to take the exams at the next availability
2. Meeting the LAA Supervisor standard in case types and case involvement, or be within 12 months of this

3. A strong background in handling immigration and asylum cases, including family reunification, visa applications, and asylum claims
4. Experience working with Legal Aid, including understanding eligibility criteria and the process for obtaining legal aid for clients
5. Demonstrated ability to deliver compassionate and client-focused legal services, providing clear, accessible advice and building rapport with clients from diverse backgrounds
6. Proven experience in representing clients at immigration tribunals, hearings, and courts, with a strong understanding of tribunal procedures and legal requirements
7. Ability to manage a caseload efficiently, meeting deadlines, and adhering to organisational policies and funder targets
8. A comprehensive and current understanding of immigration law, policies, and practices in the UK, with the ability to apply this knowledge effectively in casework
9. Excellent organisational skills with experience in maintaining accurate case files, managing client documentation, and working with an administrative team to support case management
10. Ability to work well within a team, participating in meetings and contributing ideas for service improvement
11. Excellent verbal and written communication skills, with the ability to explain complex legal concepts clearly and concisely to clients and external stakeholders

Desirable

12. Able to work within one of our North Yorkshire offices for at least part of the week (Northallerton, Richmond, Malton, Scarborough, Selby, Harrogate or Skipton). Remote working can be considered.



What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a 37 hour working week and flexible approach to working arrangements

- Generous annual leave of 5.6 weeks holiday and an additional 4 days at Christmas plus all public bank holidays
- Commitment to health and wellbeing – access to employee assistance programme, discounts on shopping and dining, lifestyle and entertainment
- Work related travel above mileage to designated office paid at 45p per mile
- Commitment to ongoing development – regular training workshops and personal development opportunities

In accordance with Citizens Advice national policy we may need the successful candidate to be screened by the DBS. However, a criminal record will not necessarily exclude you from being able to take up the job.

We are a disability confident employer and welcome candidates who will be using access to work.