

Job Description and Person Specification

Job Title EUSS Applications Officer

Reports to Director

Hours per Week 30 hours (Open to flexible working hours and job share, i.e. two persons 15hrs each)

Contract Fixed term, ending 30th September 2021, with possibility of extension subject to funding.

Salary £24,697 per annum FTE pro rata £21,169 per annum

Pension Government Workplace NEST Pension Scheme

Job Purpose

[Latin American House \(LAH\)](#) is an organisation led by and for Latin Americans in the UK. Our work is dedicated to supporting the needs of the Latin American community in London and beyond, particularly those most disadvantaged or at risk, for example those enduring living and working conditions in low paid jobs, facing barriers to social protection, elderly, disabled, and without the necessary language or IT skills to navigate the UK welfare and/or immigration system. The individuals and families using our services benefit from efficient and practical support, learn new skills and improve their own opportunities. We strive to provide essential tools to Latin Americans to empower themselves in their pursuit of personal and social change.

The purpose of the EUSS Applications Officer is to provide one-to-one practical support to vulnerable and at-risk Latin Americans who are EU citizens and their families in applying to the EU Settlement Scheme. The post holder will be qualified to provide the service, and will at least have the Level 1 of advice and assistance according to the Office of the Immigration services Commissioner (OISC) regulations. (Note: The H.O., which funds the post, has created a fast track scheme for the EUSS project which the post holder must undertake if not already OISC Level 1 qualified).

The EUSS Applications Officer will be responsible for delivering the LAH support service dedicated to assisting qualifying Latin American, Spanish and Portuguese-speaker individuals and families to access the EU Settlement Scheme. Our service also supports vulnerable clients from other nationalities however this is our main clientele.

The primary focus since the deadline of the EU Settlement Scheme on 30th June 2021 will be managing the current caseload of of vulnerable clients with pending applications, supporting clients with submitting late applications, and managing the aftercare of existing clients' applications (eg assisting clients with getting up to date share codes/maintaining their status/updating to settled status).

This position will be part of our Legal and Social Advice Services, which is currently made of a part-time EUSS Applications Officer and a part-time Welfare Advice Caseworker.

Main accountabilities

1. To provide efficient and high quality assistance, advice, information and practical support with the EU Settlement Scheme, by:

- Providing information, advice and practical and efficient support on the Scheme.
- Assisting service users by telephone, letter, email, in person and via app. with external agencies, i.e. Home Office; providing clear signposting and internal or external referrals where appropriate.
- Working with colleagues to maintain and develop LAH holistic approach and commitment to best practice in supporting vulnerable Latin Americans, community development and human rights.
- Promoting the service and the organisation and carrying out quality and targeted communications to reach out to as many qualifying beneficiaries as possible, including the so-called 'hard to reach'.

2. To design, plan and implement group-based information and support activities, including

- Organising and delivering informative group sessions
- Supporting qualifying individuals and families to submit their applications to the EU Settlement Scheme
- Devising and delivering in-house training for trainees and volunteers as needed, supervising volunteers for the provision of support.

3. To deliver against targets and in accordance to H.O. agreement and LAH contract requirements, evidencing:

- The timely maintenance of accurate and detailed digital and paper case and project records, and monitoring and evaluation databases in order to track progress.
- The impact of the work by submitting reports and case studies as required and in compliance with relevant quality marks and/or funder deadlines and requirements.
- The adherence to relevant procedures as outlined in LAHs policies, OISC and Advice Quality Standards (AQS) regulations.

4. To maintain and improve your knowledge, skills and competence, in accordance with LAH and OISC regulations in regards to Continuing Professional Development by:

- Attending training, events, conferences, and other development opportunities in agreement with your line manager, keeping up to date at all times with changes in the law about immigration.
- Sharing relevant information internally within and beyond the team as relevant.
- Attending regular one-to-one sessions, file reviews, supervision and other meetings as required.

5. Other accountabilities:

- To assist the Director and contribute to the overall running of the organisation and the fulfilment of LAH's aims and targets.
- To provide quarterly update reports ahead of submitting to the Home Office.
- To participate in the process of planning and updating LAH strategic and operational plans.

- To represent LAH in relevant meetings and events, upholding and maintaining the organisation's ethos, values, aims and objectives.
- To attend regular one to one sessions, team, service and staff meetings and participate in any other meetings as necessary.
- To abide by Health and Safety guidelines and share responsibility for your own safety and wellbeing and that of colleagues.
- To ensure that details of expenditure are authorised, recorded and communicated as appropriate.
- To carry out any other duties appropriate to the post as requested by the senior management team to ensure the effective delivery and development of legal and social advice services and others.
- To provide excellent customer service.

Other requirements or conditions of the role:

This post is subject to an enhanced DBS (Disclosure Barring Service) check.

You might be requested to participate in occasional organisational activities on the weekends and/or outside your working days/hours.

This job description outlines the current main responsibilities of the post, however, the duties of the post may change and develop over time and the job description may be amended in consultation with the post holder.

Person Specification

1.Skills

Essential

- Ability to handle EUSS pending applications and cases with confidence, knowledge and enthusiasm
- Ability to manage their own workload from inception to completion
- Ability to ensure proper referrals and signposting when necessary
- Excellent communication and interpersonal skills, able to explain complex issues in simple terms.

Desirable

- Fluent in Spanish (highly desirable)
- Knowledge of Portuguese language
- Working knowledge of AdvicePro

2.Experience

Essential

- Experience of submitting and dealing with EUSS applications.
- Experience of dealing efficiently with stakeholders, i.e. the HO, in relation to pending applications.
- Experience with applications of non-EU family members

Desirable

- Working knowledge of the issues faced by disadvantaged Latin Americans in the UK
- Human Rights and Nationality law (Naturalisation applications)

3. Qualifications**Essential**

- Registered with the OISC at least at Level 1 (i.e. EUSS only)

Desirable

- Educated to degree level in Law

Other

- Cooperative and keen on fulfilling objectives while supporting vulnerable users
- Knowledge of EU Law
- Excellent customer service and communication skills

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