



Advice and Support Worker - 1 year post
Job Description

Post:	Advice and Support Worker (1 year post)
Hours:	37.5 hours per week
Salary:	£31,537 p/a (NJC Scale 6, level 18)
Responsible to:	Advice Manager
Period of notice:	1 month on either side; 3 month probationary period
Holidays:	25 days, plus bank holidays
Location:	GARAS drop-in centre
Start Date:	As soon as possible, ending on 15 June 2027

This post offers someone with experience of advice work the chance to become part of a medium sized, trauma-informed, approachable and professional organisation. You will be working in a challenging environment where no two days are the same, alongside a committed team of staff and volunteers. The Advice and Support Worker will work with the Advice Manager, other members of the team and advice volunteers in providing an equal service to all our clients.

Main purpose of the job:

To offer independent, impartial and non-directive advice and information on immigration and welfare matters for refugees, asylum seekers and other migrants. The post holder will be expected to maintain GARAS's Advice Quality Standards (AQS) for general advice and to attain the Asylum and Immigration Standards at the appropriate level and to meet the relevant IAA standards.

Specific duties:

Advice work

1. To offer advice on immigration and welfare matters (e.g. housing, benefits, health, education, training and employment).

2. To negotiate on behalf of clients with other agencies (verbally or in writing).
3. To maintain clear boundaries for the advice work of GARAS.
4. To develop links with Health Workers, Counsellors and relevant voluntary agencies
5. To build connections with the Home Office, Migrant Help, Local Housing Provider, Police, Social Services and other Statutory Agencies to ensure clients receive the care and support they require.
6. To work with the Advice Manager in developing and maintaining effective information systems.
7. To work effectively with volunteers in delivering the advice service.
8. To stay up-to-date with new information and sources of information.
9. To ensure that GARAS policies, in particular confidentiality, are implemented.
10. To keep full, accurate and up to date case records and statistics in accordance with GDPR, The Data Protection Act and GARAS's requirements.

General

1. To assist the Advice Manager in providing briefing, support and training for staff and volunteers doing advice work.
2. To receive supervision from the Advice Manager and attend team briefing and de-briefing meetings for support.
3. To enable communication between volunteers, staff and clients to be maximised.
4. To attend relevant training including IAA Level 1 as required.
5. To work actively with the Advice Manager, the Director and volunteers to improve the quality of service offered, participating in the development of service provision.
6. To adhere to the standards of AQS (general support level), and other relevant regulations and standards.
7. To attend occasional Executive Committee meetings if relevant.
8. To perform other duties subject to discussion with the Advice Manager and Director.

Professional Development

1. Keep up to date with legislation, policies and procedures and undertake appropriate training particularly with migration, benefits and housing.
2. Undertake cultural awareness training where appropriate and understanding of UK processes in order to assist clients get to grips with life in the UK.

Administration

1. Use IT, maintain accurate records and GARAS diary.
2. Prepare for and attend supervision sessions, team meetings, staff meetings and meetings with external partners.

Other Duties & Responsibilities

1. To demonstrate commitment to the aims, principles and policies of GARAS.
2. Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
3. To maintain relevant professional boundaries.
4. To undertake any other duties and tasks as may lie within the scope of this post.

Essential

- IT skills – proficiency in Google Workspace, with WhatsApp, customer relationship management (CRM) systems and other relevant IT programs
- Experience of advice work, in a paid or voluntary capacity, with people in sensitive and emotionally demanding situations, e.g. transition, uncertainty, loss
- Ability to efficiently grasp individual needs and give effective, non-directive advice
- Ability to achieve Competence in the Immigration Advice Authority's advice standards in Asylum and Protection at Level 1, within the 3 month probationary period
- Experience of working in a multi-cultural environment
- Commitment to refugees, asylum seekers and other migrants, and awareness of the issues facing refugees in the UK
- Commitment to and understanding of confidentiality in practice
- Commitment to and understanding of equal opportunities in practice
- Commitment to teamwork and communication, with an ability to prioritise and think clearly under pressure
- Excellent active listening skills and an ability to work empathetically
- Understanding of the importance of professional boundaries
- Good administrative & organisational skills
- Ability to liaise effectively with voluntary and statutory agencies, and good negotiating skills
- Fluency in spoken English and good written English, sufficient to provide advice in English, to advocate and negotiate on behalf of clients, to write formal letters and case records

Desirable

- Knowledge or experience of the benefit and housing systems
- Understanding of the requirements of the Advice Services Quality Mark
- Knowledge of one or more languages commonly spoken by refugees in the UK
- Experience of working with interpreters, face to face and/or on the phone
- IAA Level 1 or IAA Level 2 or above accreditation.

Application deadline: 10th May 2026

Interview Date: actively interviewing throughout the application time period up to 24th May 2026