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Job description

**JOB TITLE:** Children’s Adviser Regional (Brighton & Southeast region) fixed term contract until 31.3.2026

**TEAM:** Children’s Section IUSS

**DIRECTORATE:** Services

**LOCATION:** Brighton (Hybrid post with outreach work in the southeast region – the postholder is required to work from the Brighton office)

**REPORTS TO:** Area Lead

**GRADE:** 5 (SCP 20 – 25)

**SALARY:** £ 31 586

**HOURS:** 35

**The Organisation**

Founded in 1951, the Refugee Council exists to support people who come to the UK in need of safety and speak out for compassion, fairness and kindness. We achieve this by providing expert advice and casework, building the capacity of refugee community organisations, and working with allies across society to change government policy.

Our vision for refugees to be welcome to live safe and fulfilling lives contributing to the UK has never been more urgent and needed. Today 27 million refugees and 84 million displaced people around the world need of safety, dignity and welcome. We are determined to secure public and government support for safe routes for all people seeking safety, and a fair, effective, and compassionate refugee protection system.

Now is an excellent time to join the Refugee Council. We recently launched our new strategy - you can read it [here](https://media.refugeecouncil.org.uk/wp-content/uploads/2021/10/14074348/Refugee-Council-Strategy-Report.pdf). It sets an ambitious new direction which will see us defend refugee protection in the UK against the Government’s corrosive plans with refugees and like-minded allies, united in our desire to create a just, fair and humane refugee protection system. It will also see us delivering direct services that improve people’s refugee protection journey through targeted advice and casework and strengthening and connecting Refugee Community Organisations with other service providers and advocates.

**Our Values**

Our values underpin everything we do:

* **Inclusive**: We are inclusive. We work with - not for - refugees and people seeking asylum, so they have an equal voice, co-producing projects and ensuring their expertise and experiences are at the heart of what we do.
* **Collaborative**: We are collaborative. Working with others is a priority to have the collective impact that is vital to achieve policy and practice reform.
* **Courageous**: We speak out when we see injustice, cruelty, and unfairness. We always stand up for what we believe is the right thing to do to transform the experiences of those seeking protection in our country.
* **Respectful**: We are respectful of all those we interact with. We treat everyone – our staff, volunteers, beneficiaries, partners, and people we disagree with – with the same respect, professionalism and understanding.

## Refugee Council’s Children’s Services:

The Children’s Services responsible for delivering services to separated refugee children. The service also leads on raising the profile of their clients and advocates on their behalf. Supporting this work, the Section also promotes good practice to statutory and voluntary agencies and supports the Refugee Council Advocacy and Engagement Team to influence government to improve policy decisions and policy making at a national level.

Independent Unaccompanied Asylum-Seeking Children Support Service:

The focus of the Service is to offer advice and support to separated children, particularly around their asylum application, and to signpost and refer children to statutory and voluntary agencies, working with local authorities to ensure that appropriate services are provided.

Main Duties and Responsibilities

The postholder will work as part of a team providing advice and support to unaccompanied children and professionals in their area. They will provide an important and professional service, giving accurate, tailored and high-quality advice. Advice will be provided in an accessible manner, usually with the assistance of interpreters. As well as providing advice and in some cases ongoing casework, the postholder will liaise closely with colleagues internally and externally to ensure that any unaccompanied child who contacts us gets appropriate and specialist information, advice and support through referrals and signposting. As required, the postholder will act as the responsible adult for a child at their Home Office asylum interview. The postholder will be required to deliver outreach surgeries on demand and may need to cover for colleagues on our National Advice Line.

The postholder will work in the best interests of the child. They will have a clear understanding of the experiences and needs of unaccompanied children, an ability to source appropriate and available services to connect clients with, and an ability to work in a professional and boundaried manner with excellent communication and customer service skills. There are various administration demands in the role requiring proficient IT skills and good time management. They postholder will respond promptly to all requests for help and will ensure that all work is documented in line with contractual agreements. Their work will range from one-off pieces of advice to more intensive follow up casework with a child and with other professionals. The work will be carried out flexibly, with a mix of remote and face-to-face support provided.

The focus of the advice and support is the asylum process for separated children, identifying trafficking or child exploitation concerns, help in finding a solicitor, rights and responsibilities as a looked after child and other matters affecting the safety and wellbeing of the child.

For the organisation

* Cooperate with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health & safety whilst at work.
* Commit to the organisation’s Equality, Diversity and Inclusion strategy.
* Undertake any reasonable duties as directed by your line manager.
* A degree of flexibility is needed and the postholder may be required to perform work not specifically referred to above. Such duties will fall within the scope of the job, at the appropriate grade.

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Person Specification

**JOB TITLE: Children’s Adviser (London)**

## **Experience, skills, knowledge and abilities**

**Essential**

1. OISC level 1 Asylum & Protection accreditation is required for this post.
2. Clear understanding of safeguarding and how to respond to and report safeguarding concerns.
3. Experience of providing quality and tailored advice to children and young people.
4. Experience of working in a busy service which provides both direct and remote services to vulnerable clients.
5. Experience of working effectively with a range of stakeholders.
6. Ability to deliver a service to contractually agreed standards, and to ensure that all related reporting is accurate and timely.
7. Ability to work effectively as part of a multi-cultural team and to build positive working relationships with a range of other internal and external stakeholders.
8. Robust understanding of UK asylum and welfare legislation affecting separated children, for example the Nationality Immigration Asylum Act (NIAA) 2002, Children Act (1989), Children (Leaving Care) Act 2000, Nationality & Borders Act (2022), Illegal Immigration (Act 2023) and Sexual Offences Act (2003).
9. Excellent written and spoken communication skills.
10. Ability to operate calmly, sensitively, and authoritatively within a pressurised environment.
11. Ability to take reasoned decisions regarding the level of support a client need.
12. Proficient IT skills to meet the demands of the post, including Microsoft teams/outlook and salesforce.
13. Good interpersonal, negotiation and advocacy skills with the ability to engage positively with a wide range of stakeholders.
14. Ability to work effectively and professionally with interpreters.
15. To maintain professional boundaries, impartiality and confidentiality at all times.
16. The ability - with the support of the manager - to effectively manage one’s own workload, medium- & long-term plans and objectives.
17. Commitment to the Refugee Council’s values, and the principles of confidentiality, impartiality, non-directive advice and Equality, Diversity & Inclusion.

**Desirable**

1. People with lived experience as a refugee are encouraged to apply.
2. Ability to speak and/or write in one or more languages commonly used by children seeking asylum in the UK.
3. A full driving licence and access to a car.

**Special circumstances**

The post holder should be aware that:

* The postholder will have Office of Immigration Services Commission (OISC) accreditation. The postholder must at all times adhere to the required standards as laid down by the [OISC Code of Standards - GOV.UK](https://www.gov.uk/government/news/oisc-code-of-standards)

* There will be occasional anti-social hours work arising from the need to support children at a time of urgent need, and to act as the responsible adult for a child at their asylum interview.
* This post is exempt from the Rehabilitation of Offenders Act 1974. Therefore, all convictions, cautions and bind-overs, including those regarded as ‘spent’, must be declared at the application stage. An offer of employment is subject to a satisfactory DBS check. Repeat DBS checks are initiated every two years.
* This post is a fixed term contract until 31/3/2026.

**Flexible Working/ Blended**

This job can be carried out partly working from home but does require regular office and outreach work. The postholder will be required live in the south east region in order to work from the Brighton office and deliver regular outreach services in the region.