

VOLUNTEER CASEWORKER

Role Description

HERE FOR GOOD

Here for Good is a charity, founded in February 2018, which exists to provide free, vital protection and reassurance to EEA citizens and their family members living in the UK, both throughout the process of the UK leaving the European Union and beyond. We prioritise vulnerable people who are unlikely to be able to make an application through the EU Settlement Scheme unaided, although we also provide free online resources and a telephone advice line for all EEA citizens and their family members.

Our free immigration services are designed to support EEA' citizens applications for pre-settled and settled status under the EU Settlement Scheme. We respond to email enquiries and have a free telephone advice line open 5 days per week.

We also provide a 1-2-1 advice service for complex cases and for those individuals most in-need. This service is provided through our network of volunteer caseworkers.

THE ROLE

Volunteer Caseworkers provide legal assistance to EEA clients and their family members in addressing their legal concerns through the provision of high quality pro-bono immigration services.

It is Here for Good's responsibility to identify clients, which Here for Good will do in accordance with its own policies and procedures. These clients are likely to:

- Be vulnerable (e.g. homeless, in financial hardship, a victim of domestic violence, have complex needs);
- Have an EEA or related immigration concern; and
- Be resident in the UK.

Expectations

The Charity has the following expectations of all its Volunteer Caseworkers:

- Support Here for Good's charitable aims and objectives;
- Comply with UK law at all times;
- Only undertake duties that are authorised to perform, both under UK law and within the framework of our terms and conditions;
- Behave appropriately and courteously to all staff, clients and the public in the course of their role;

- Use any sensitive information and data given to them, or that they come across in their role safely and appropriately, with due regards for relevant UK data protection law;
- Let Elisabeth Attwood or Carla Mirallas know as soon as possible if they wish to change the nature of their contribution to the Charity (e.g. number of cases, hours, role, etc...);
- Be open and honest in their dealings with the Charity, and let Elisabeth Attwood or Carla Mirallas know if the charity could improve its volunteer programme and the support it provides to volunteers.

Main tasks

- Accepting instructions from new clients (in accordance with their capacity) and in doing so advising them in writing as per the practice requirements of the Law Society/SRA;
- Undertaking all the necessary preparation of the case, including client's proof of evidence, obtaining all necessary documents and submitting applications on their behalf;
- Keeping the client informed of the progress of their case;
- Managing their time as they can see fit and do so with regards to the best interests of the client and the Charity at all times;
- Aiming to keep a full records of their communications and meetings with the client that they are assisting (e.g. email correspondence, telephone notes, attendance notes). Where they feel appropriate and upon request, update the Here for Good about their progress with the case.
- At all times, having strict regard to the Solicitors Regulation Authority and the Law Society's standards of Professional Conduct and Ethics and in particular to the strict requirement and confidentiality of client's affairs.

PERSON SPECIFICATION

Essential

You should:

- Be a qualified solicitor licensed to practice immigration law, or a Level 2 Caseworker under the Immigration and Asylum Accreditation Scheme (IAAS), and/or OISC registered;
- Speak fluent English;
- Have an understanding of Appendix EU and experience in making applications under the EU Settlement Scheme; and
- Have experience working with vulnerable clients or clients with complex needs.

Desirable

- Speak other languages other than English, particularly language spoken in the European Union.