



Immigration Advice Authority (IAA) Level 2 Casework Adviser

We are looking for a Level 2 IAA Level 2 Casework Adviser who believes in making a difference in the lives of vulnerable migrants by advocating for fairness and compassion in immigration processes.

Shropshire Supports Refugees (SSR) is a charity dedicated to supporting refugees and marginalised migrants who have come to live in Shropshire, Telford and Wrekin.

Our mission is to create a welcoming and inclusive community by offering practical help, resources and emotional support to those in need. With a small staff team and the support of dedicated volunteers, we are committed to making a positive impact in the lives of those we serve.

As part of our workforce, you will work with marginalised adults and families, providing advice to guide them through complex immigration journeys with empathy and professionalism. Thus, you will play a critical role in helping people find hope and stability in the very challenging environment of being a migrant in the UK.

Location: Shrewsbury and locations around Shropshire, Telford and Wrekin

Hours: 37.5 hrs per week

Reports to: co-CEO - Projects & Developments

Salary: £33,990 - 2 yr. fixed term contract

Main Responsibilities:

Providing comprehensive immigration advice: on various immigration matters, including visa applications, settlement, asylum claims, and appeals within IAA Level 2 guidelines.

Conduct or delegate initial and further consultations with clients to assess their immigration advice eligibility and specific needs.

Finding and managing caseload: by setting up a triaging and appointments system for proactively identifying refugees, asylum seekers and other migrants, including people here under the Home Office resettled routes and related extension schemes, needing Level 1 or 2 immigration advice throughout Shropshire Telford and Wrekin.

This will include inviting people to our offices in Shrewsbury and to outreach sessions across Shropshire Telford and Wrekin and will require you to set and stay within meaningful deadlines.

Maintain accurate records: by handling multiple cases efficiently and recording all client contacts,

Grove House, St Julian Friars, Shrewsbury SY1 1XL

shropshiresupportsrefugees.org

Charity no: 1196673

reflecting the advice given and outcome for each person.

Keep up-to-date with changes in immigration law: via professional training and standards and changes to those standards.

Supervise and train: our Level 1 adviser, other colleagues and relevant volunteers.

Collaborate: with colleagues, volunteers and representatives of partner organizations to ensure the immigration and other advice needs of clients are effectively met.

These responsibilities will require you to:

- Maintain accurate and detailed records and case files, with due regard to data protection law and professional standards.
- Build and maintain strong relationships with clients
- Advocate on behalf of clients by communication with appropriate agencies, by telephone, letter and email
- Attend training events relating to asylum and immigration
- Actively engage in seeking work and promoting good governance within SSR
- Ensure that clients' need for other services and referrals, including safeguarding, are effectively met by discussion with colleagues and reporting to partner agencies
- Undertake other tasks as required within our charity, to support its efficient operation

Person Specification:

Essential:

- IAA Level 2 accreditation - held for at least 12 months
- Significant experience working as an Immigration Adviser or similar role
- In-depth knowledge of IAA standards, UK immigration law, relevant related policies, and procedures
- Exceptional and written and oral communication and interpersonal skills, with the ability to build rapport with clients from diverse backgrounds
- Empathy and compassion, particularly with SSR's cause
- Strong, self-directed time management with the ability to manage multiple cases and work to strict deadlines
- Ability to work independently and manage a caseload effectively
- Willingness to work collaboratively with colleagues, volunteers and partner organisations to ensure the safety and fair treatment of clients
- Knowledge and understanding of the charity and voluntary sector



- Excellent attention to detail and organisational skills
- Proficiency in Google and Microsoft
- Full driving licence

Desirable:

- Fluency in at least one language other than English
- Child and adult safeguarding training
- Experience of Salesforce CRM

On successful recruitment we will require a DBS check and enrol you on our rolling mandatory training programme, which includes safeguarding, health and safety, and trauma informed practice.

Why join us?

28 days holiday plus bank holidays

Company pension

Make a difference by being part of a team of passionate professionals, committed to fairness, who collaborate to create a better future for marginalised migrants in the UK. Use and develop your expertise and compassion to help to bring stability and hope to their lives.

We are committed to inclusive recruitment and welcome applications from people of all backgrounds. We actively remove barriers, challenge bias, and focus on skills, potential, and lived experience. Our recruitment processes are designed to ensure every candidate feels respected, valued, and able to succeed, and we particularly encourage applications from individuals with lived experience of migration or from under-represented groups.

To apply for this post please email your CV and covering letter to emma.hughes@shropshiresupportsrefugees.co.uk

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