

Family Reunion Project Officer - Advice

Job Level	Level 3	Job Reference No:	
		Role Review Date	February 2025
Directorate	Restoring Family Links	Function	
Service	Family Reunion Support Project	Reports to	Senior Caseworker

Scale and scope of role

Direct Reports	Volunteers Staff – TBC	Indirect reports	None
Budgetary responsibility/ accountability	N/A	Accountable for other resources	N/A

In addition to formal line management, as described above, the role will also be informally supervised and directed by managers in other parts of the organisation. This will be explained on appointment and kept under review.

Context

We help anyone, anywhere in the UK and around the world, to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

Purpose of the role

The Family Reunion Project Officer will deliver family reunion advice services in London. Working closely with the Senior Caseworker, the post holder will ensure the continued delivery of a high quality, responsive and accessible service to demonstrate maximum impact for refugees.

The post holder will work as part of a remote team to enable refugees to exercise their family reunion rights through conducting casework at Level 2 of the Immigration Advice Authority (IAA, formerly OISC); recruiting, training and managing volunteers to support the project; managing key relationships with external partners and establishing new relationships with suitable partners to help achieve service objectives; taking a lead role in service development in line with service user needs; leading on local advocacy efforts and contributing towards national advocacy efforts in order to achieve positive change for our service users.

Key Responsibilities

1. Service Delivery and Development

- > Responsible for ensuring high quality needs-led family reunion service delivery and development within their operational area
- > Ensures the service is delivered in line with the principles of person-centred support planning, embedding quality into all aspects of service delivery to ensure the people we support are at the heart of what we do.
- > Services are delivered to agreed standards, including IAA Code of Standards, and in line with relevant policies, procedures and good practice
- > Provides family reunion legal advice and casework support to refugees at IAA Level 2
- > Working with the family reunion Senior Caseworker and Operations Manager, takes a lead role in service development in their area in line with service user needs, cultivating a continuous learning culture and ensuring learning is continuously shared and embedded
- > Maintains excellent understanding of changing needs through stakeholder engagement in their area and monitors external changes to help inform project delivery and development
- > Ensures sufficient Service User feedback is gathered to underpin effective service delivery
- > Proactively contributes to national advocacy efforts in order to achieve positive change for our service users

2. Volunteer Co-ordination and Management

- > Provides robust volunteer recruitment and management in line with BRC policies and good practice, with reference to the People and Learning Team and the Family Reunion Senior Caseworker and Operations Manager
- > Ensures opportunities to volunteer or work within the service are accessible to a diverse community, reflecting the nature of our service users
- > Responsible to ensure that volunteers have access to the right training and are competent to deliver services.
- > Works to ensure there are robust working practices and specialist support in place to ensure the wellbeing of all volunteers is maintained and enhanced
- > Ensures relevant policies, procedures and good practice are understood and adhered by volunteers to ensure a safe, effective and efficient environment and service delivery in line with agreed standards

3. Relationship management

- > Builds effective relationships with BRC colleagues locally to promote collaboration and cooperation across services
- > Through external engagement with statutory and non-statutory agencies in the field of refugees maintains awareness of gaps in the provision of support for vulnerable people in the geographical location
- > Develops and maintains effective referral pathways to ensure holistic package of support for service users
- > Collaborates with remote team members, Senior Caseworker and Family Reunion Operations Manager to establish effective working relationships and share learning within the UK

4. Risk management

- > Works collaboratively with the Family Reunion Senior Caseworker and Operations Manager to ensure effective policy, procedure and guidance is in place within the service and that they are followed accordingly.
- > Ensures rapid escalation and management of identified risks and health and safety issues
- > Casework risks are identified, managed and/or escalated as appropriate

- > Safeguarding concerns are identified and receive appropriate responses according to policies, procedures and good practice.

5. Systems

- > Ensures that the RS data management database (BRM) and other systems are maintained, data is recorded within the appropriate timescales, and that the data is used to help monitor and develop the services
- > Data is managed according to agreed standards, including IAA Code of Standards, and in line with relevant policies, procedures and good practice
- > Confidentiality and data protection is maintained in relation to all aspects of the service

6. Learning and Development

- > Ensure personal learning and development activities are implemented in accordance with agreed standards and organisation approaches, including in accordance with the IAA Continuing Professional Development Scheme and Guidance.
- > Learning and development activities for volunteers are implemented in accordance with quality standards and agreed organisational approaches
- > Learning and emerging training needs are identified and shared as appropriate throughout the organisation
- > Reflective practice is used and promoted for development purposes

7. Team Member

- > Colleagues supported as required
- > Actively participates in and contribute effectively to team meetings
- > Provides contingency cover for colleagues in periods of absence as requested by line manager
- > Work and behaves in accordance with all BRC policies and procedures.
- > Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

Other duties

- > Perform clerical and administration duties commensurate with the post
- > Proactive in supporting own professional development
- > Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and/or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Barring Service Check (DBS)
> Enhanced - Child and Adult Workforce

Drivers Checks

> Required – No

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)		
Knowledge and Skills	Essential	<ul style="list-style-type: none"> - Educated to A level (or equivalent experience) - Working knowledge and understanding of legislation relating to refugees - Qualified at IAA Level 2 or working towards this - Effective volunteer management - Excellent verbal and written communication skills - Organisational skills – planning, managing and monitoring own and others workload - IT literate. Experience of using email, word processing, database and spread sheet packages - Time management skills – responding to and prioritising a range of competing demands 	S S S S S S S	I I I I I	
	Desirable	<ul style="list-style-type: none"> - Experience of using databases (preferably the BRMS) - Knowledge of a second language spoken among the refugee population such as Arabic, Farsi and Tigrinya 	S S		
Experience	Essential	<ul style="list-style-type: none"> - Experience of frontline working with refugees and asylum seekers - Experience of casework with vulnerable clients - Experience of cross-agency partnership and collaborative working - Experience of managing, supporting and developing volunteers 	S S S S	I I I	
	Desirable	<ul style="list-style-type: none"> - Experience of liaising with national and international agencies (statutory and voluntary) 	S		

		<p>associated with policy making, casework and funding</p> <ul style="list-style-type: none"> - Personal experience of migration and/or separation due to conflict or natural disaster 	S	
Behaviours	WORKING COLLABORATIVELY: Takes the time to be curious, gets to know others and their perspective, formally and informally		S	I
	FOCUSSING ON PEOPLE IN CRISIS: Uses knowledge of the needs of people in crisis to feed into ongoing planning and shaping of services		S	
	DEVELOPING YOURSELF & OTHERS: Develops own capability and knowledge by seeking and using developmental opportunities to improve performance		S	
	SOLUTION FOCUSED: Uses a range of methods to identify solutions and make decisions, involving others where appropriate		S	
Additional requirements	Essential	<ul style="list-style-type: none"> - Ensures inclusive practice and promotes diversity - Demonstrate an understanding of and adherence to the Red Cross Fundamental Principles and values (inclusive, compassionate, courageous, and dynamic). - Ability to work unsociable hours on occasion - Ability to travel nationally as required 	<p>S</p> <p>S</p>	<p>I</p> <p>I</p>
	Desirable			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.