**EUSS Immigration Adviser**

Settled relies on our huge team of volunteers spread across the UK. We currently have around 100 volunteers, working across more than 20 European languages.

Our volunteers help some of the most vulnerable EU citizens to secure and access their rights in the UK post-Brexit.

Settled offers you the chance to support EU citizens and their family members with their applications under the EU Settlement Scheme (EUSS) and accessing associated rights. You will assist our beneficiaries by providing high quality immigration advice with the support of our service coordinators and senior advisers. Most volunteering roles are home-based – answering phone calls (through an app) or emails, at agreed times to suit you. Face-to-Face support can also be provided in certain areas.

We will train you on the EUSS, and you will be accredited by the Office of the Immigration Services Commissioner (OISC) to provide advice on the EUSS through Settled. We will give you all the tools to make a positive and professional difference; and you will always have support on hand from our experienced and dedicated service coordinators. You will gain new skills and confidence and you will join a network of dedicated and positive volunteers of many nationalities and cultures!

For those interested in obtaining a higher qualification in immigration advice we can support our volunteers to sit the OISC Level 1 exam at no cost! We also have the opportunity for volunteers to assist with our specialist immigration advisers who work at OISC levels 2 and 3.

**Summary of duties:**

* Provide quality immigration advice to our beneficiaries on the EU Settlement Scheme via phone, email, or Facebook.
* Maintain case records and follow good case management principles ensuring all client interactions are accurately recorded on our case management system, Charitylog.
* Adhere to GDPR principles and practice when dealing with client data.
* Attend training organised by Settled and keep an up to date working knowledge of the EUSS.

**Role requirements:**

* Confident with engaging with members of the public, many of whom may be distressed or in distressing situations.
* A passion to support vulnerable people within the EU community.
* Detail orientated and able to digest complex information and relay this to clients accessibly.
* Regular time to commit to the role. Ideally, weekly, or fortnightly. Volunteering commitment for a minimum of 6 months is preferred.
* Access to a computer and the internet.
* Willingness to undertake an enhanced DBS check.

Full training is provided. No previous advice experience necessary although any relevant experience is welcome.