**Senior Advice Support volunteer**

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.

Following the deadline of 30 June 2021 and the tightening of the rules related to late applications by the Home Office in August 2023, our beneficiaries now primarily require advice on late EUSS applications and appeals to the First Tier Tribunal.

Late applications under the EUSS are now deemed as invalid by the Home Office unless reasonable grounds are shown, on the evidence, as to why the application was late. This evidence-based approach to the consideration of a late application poses particular challenges for our most vulnerable beneficiaries who are in desperate need for legal assistance in order to present their cases properly.

Settled offers you the chance to support EU citizens and their family members with complex cases regarding EU Settlement Scheme (EUSS) by assisting our Senior Advisors. 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!

**Summary of duties:**

* Assist the Senior Advisors on Settled’s most complex cases that affect some of the most vulnerable EU Citizens.
* Liaise with Settled’s referring partners and communicate with our beneficiaries to advance their cases.
* Communicate advice and take instructions identified as relevant to cases by our Senior Advisors.
* Liaise with relevant parties such as referrers, support providers and local authorities to gather evidence identified as relevant to their case by our Senior Advisors.
* Assist with evidence gathering and preparation of late applications under the EUSS.
* Draft responses to complex queries.
* Review Home Office decision letters and assist with communicating advice.
* Carry out tasks necessary to prepare an application which has been refused by the Home Office for a First Tier Tribunal appeal.
* Adhere to OISC registration and accreditation standards in the delivery of immigration advice and casework.
* Use Settled’s casework database to record all individual advice given to Settled’s beneficiaries.
* Be accountable to Settled and keep in touch with the Volunteer Officer and Settled’s CEO to share concerns, feedback and communicate any gaps in OISC compliance or instances where service improvements are needed.

**Role requirements:**

* Oral and written communication skills.
* Good organisational and record keeping skills to record all work undertaken.
* Ability to communicate and pass on complex immigration advice to potentially vulnerable clients and work well with third party organisations involved in the case.
* Ability to communicate with people of different nationalities and backgrounds and be sensitive to their potential vulnerabilities.
* To be able to work as part of a team.
* Regular time to commit to the role. Ideally, weekly, or fortnightly. Volunteering commitment for a minimum of 6 months is preferred.