

Praxis advice services manager post: briefing & background

Praxis provides vital services to over 2,000 refugees, asylum seekers and migrants each year. We provide help and support for newly arrived and long settled migrants to ensure that they are able to live in safety, meet their essential human needs, and overcome the barriers they face to integrate, develop and thrive in the UK. We seek to challenge exclusion and improve policy and service provision by drawing on people's lived experience and supporting communities to develop a voice and have it heard. We have three key strategic priorities: provision of advice services; tackling destitution and homelessness; and using group work to support marginalised migrants to build their resilience and find a voice.

Our core service is providing advice - immigration, housing, welfare and health advice to vulnerable migrants and their families. We deliver group activities, training and workshops to build knowledge, confidence and provide peer support. We help refugees, asylum seekers, survivors of trafficking and gender-based violence, unaccompanied and undocumented young people, those exploited in work and homeless migrants and their families. Around two thirds of our immigration caseload currently deals with cases out of scope of legal aid.

We work with refugees and migrants who are homeless and destitute and have developed expertise and specialist provision in this area. Our housing project provides access to safe temporary accommodation for homeless and destitute migrants excluded from mainstream homelessness provision because they have no recourse to public funds; our Street Legal project (a partnership with St Mungo's) provides accredited immigration advice and casework support to non-EEA migrant rough sleepers in London to help find pathways out of destitution.

For the last two years the management of our advice services has been split into two roles, with the current post holders working closely together to ensure the smooth day-to-day running of the team. Our casework manager currently deals with casework allocation, technical supervision of casework (including immigration casework to OISC Level 2), and the development of key internal policies and procedures relating to advice, casework and safeguarding. The advice services manager oversees the service, including its operational and strategic development, and manages our current advice and integrated advice and group work contracts, including all monitoring and reporting responsibilities for these. Line management of advice staff and volunteers, recruitment and training of advice volunteers, participation in key strategic networks, contributing to fundraising bids, integrated working with other Praxis services and other senior management tasks are shared between the two roles.

Oversight and development of our client management database has been held to date by the advice services manager, but as we are currently in the early stages of moving to a new database, this development work will now be shared between the new post holder, current casework manager and advice team.

Our current advice services manager is now leaving Praxis after five years in post, and we are seeking an interim manager to hold responsibility for some of these key areas while we consider

how best to develop our advice management structure longer-term. Ideally we are looking for someone with both management and immigration casework experience (up to OISC Level 2); but we will also consider candidates with significant experience of managing both projects and people.