

EU Settlement Scheme Support Worker

Job Description

Background to and purpose of post:

To work as part of a team providing an effective and efficient support service for vulnerable EU, EEA and Swiss citizens to help them make their EU Settlement Scheme applications for settled or pre-settled status in the UK by the deadline of 30th June 2021. The service includes managing the provision of advice, information and digital support via telephone and digital channels.

Main duties and responsibilities

Service Delivery

The EUSS Support Workers will be line managed and supervised by the Project Manager, who will provide day-to-day support and also ensure access and completion of all appropriate training. As a result of COVID-19, we have adapted our training so that it is delivered virtually.

Working in partnership with other agencies to promote the service, by:

- Attending engagement meetings
- Distributing mailshots with updates of the service
- Distributing project literature to third party organisations and partners
- Delivering appointments from their offices (when Covid-19 lockdown restrictions are lifted).

In addition, the EUSS Support Workers will also attend local engagement and networking events, such as Wellbeing Boards and community groups once Covid-19 lockdown restrictions are lifted:

- Raising awareness of the EU Settlement Scheme to identify eligible citizens
- Improving understanding of the EU Settlement Scheme to eligible citizens
- Delivering end-to-end support to help eligible citizens through the application process

- Serving eligible citizens across the whole of Lincolnshire in a comprehensive inclusive service.

Record all interactions with clients on our Case Management System, Casebook, which allows for robust quality checking, training and development as well as reporting.

Research and campaigns (R&C)

- Assist with campaigning and research work by providing information about clients' circumstances through the appropriate channel.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the line manager.
- Monitor service provision to ensure that it reaches the widest possible client group.

Administration and monitoring

- Maintain case records for the purpose of continuity, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms with the systems and procedures in place.
- Provide monthly and quarterly monitoring reports on specified databases as required.

Other duties and responsibilities

- Demonstrate commitment to and actively promote the aims and policies of the Citizens Advice service.
- Abide by health & safety guidelines and share responsibility for own safety and that of colleagues
- Any other relevant duties commensurate with the nature of the post as required.