SENIOR ADVICE WORKER RECRUITMENT PACK



Who we are

Suffolk Refugee Support aims to ensure that all asylum seekers and refugees in Suffolk are enabled to live integrated, fulfilled and contributing lives in their new communities. We provide a welcoming environment where clients can access help, advice, support and practical services in order to be healthy and safe and begin to rebuild their lives. We work with external agencies, community and voluntary sector organisations, health providers and others to enable our clients to access a range of support. We are based in Ipswich, but our services operate increasingly on location with refugees and asylum seekers housed in accommodation across Suffolk.

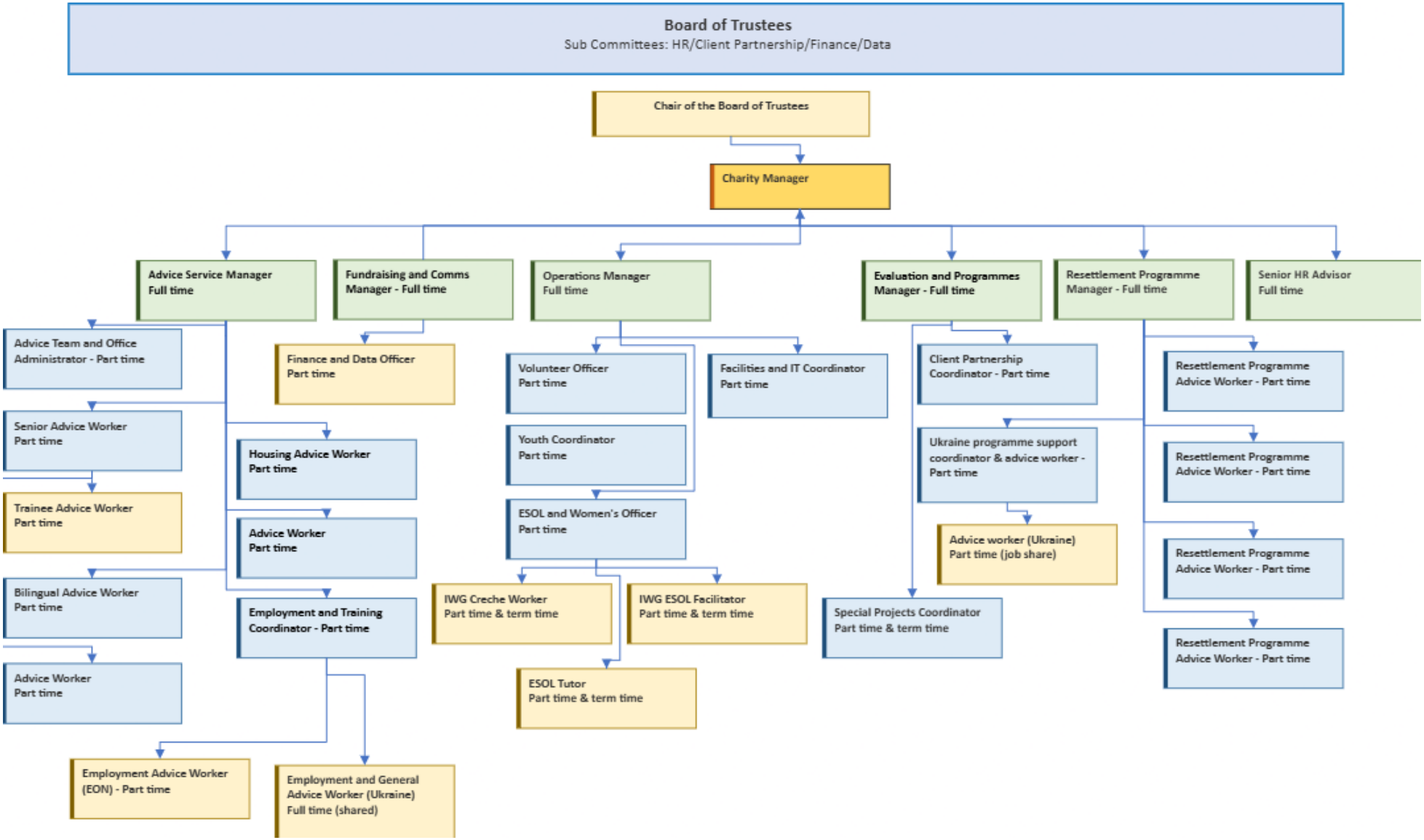
Values

Individuals Matter - Each Client is unique and has an intrinsic value and constructive role to play in UK society
Respect - We are open, welcoming, respectful, and transparent in our dealings with one another and with others
Self Determination - We direct our efforts towards self-determination and ultimate independence for our Clients
Client Centred - We are led by the needs and interests of our Clients and design our services to work holistically to meet these
Safe Environment - The all-round safety and security of our Clients and everyone who works for and with SRS is of paramount importance
Keeping Informed - We keep ourselves fully informed and knowledgeable about every sphere of our work

Aims

Basic Needs - To address our Clients' fundamental needs including immigration status, housing, education, physical and mental health, employment and personal safety
Social Well-being – To facilitate and support recreational and leisure-time activities aimed at enhancing our Clients' social well-being and quality of life
Independence - To support our Clients in transitioning towards independence from SRS' services
Awareness and Rights - To promote awareness and understanding of our Clients' experience in the community, including advocating, advising, and lobbying to encourage statutory and other bodies to meet their obligations to our Clients
Client Partnership - To develop our partnership with our Clients to achieve a co-production model of service design, evaluation, and delivery
Governance - To uphold the effective governance and management of SRS in order to maximise its impact and ensure that its work is informed by 'voices of lived experience'
Staff - To maintain a workplace that values and supports Staff, enabling them to effectively carry out their roles in a healthy working environment
Volunteers - To increase and develop Volunteers' contribution to the work of SRS

Our structure



What we offer

Financial

- Competitive salaries
- Contributory pension scheme – up to 6% Employer contribution in addition to Employee contribution
- Enhanced sick pay scheme after successful probation period

Development

We believe that investment in our staff to develop their skills is essential to providing high-quality support to our clients. We provide:

- Training for role-related duties
- Generic skills training to contribute towards personal development
- On-the-job training and mentoring
- Opportunities to shadow other roles or activities within the wider team

Wellbeing

- Hybrid working (role dependent)
- Opportunities for social activities
- Workplace activity sessions, for example, lunchtime walks
- A welcoming, diverse team with lots of cooking skills and a strong sense of community!

Time off

- 25 days annual leave pro rata (plus public holidays pro rata)
- One-week pro rata paid carer's leave
- One-week pro rata paid compassionate leave
- Options for unpaid leave after successful probation period

The opportunity

Job Title	Senior Advice Worker
Reports to	Advice Service Manager
Hours	28 hours a week
Salary	£25,802 (pro rata from £32,252 FTE for 35 hours per week)
Contract	Permanent, subject to a 3-month probation review
Location	Based at Suffolk Refugee Support offices, 38 St Matthew's Street, Ipswich, IP1 3EP with travel across Suffolk as required. Hybrid working available.

About the role

Suffolk Refugee Support (SRS) aims to ensure that asylum seekers and refugees in Suffolk can live safe, integrated and fulfilling lives. The organisation provides advice, practical support and advocacy, working with statutory services, health providers, voluntary organisations and community groups.

There are growing numbers of asylum seekers being housed by the Home Office in towns and villages across Suffolk – this role is critical to ensuring that SRS meets their often-complex needs in a practical and efficient manner. This post sits at Officer level and requires an excellent level of knowledge and advice skills.

The Senior Advice Worker will combine direct client support and complex casework with responsibility for coordinating, monitoring and supporting the work of the Advice Team. Working closely with the Advice Service Manager, the post holder will help ensure that clients receive appropriate and timely support, staff are supported effectively, and service records, procedures and outcomes are maintained to a high standard.

The post holder will act as the Advice Service Manager's deputy when required, helping to maintain the effective day-to-day running of the service while balancing client-facing duties with team coordination and administration.

We are proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk). The initiative supports inclusive recruitment of people with lived experience of the UK asylum or immigration system.

Main Deliverables

Client Support and Complex Casework

- Provide advice, information and practical support to asylum seekers and refugees, helping them access healthcare, benefits, housing support, education, ESOL, employment and other relevant services.
- Act as the first point of contact for complex casework, providing guidance to colleagues and working directly with clients where appropriate.
- Lead a small team to monitor the progress of all clients in the dispersal accommodations across Suffolk, and ensuring every family and single client receives the support they need.
- Organise and deliver outreach services across Suffolk using local organisations to help deliver additional activities and support in safe and appropriate ways.
- Identify risks and safeguarding concerns, working with SRS Safeguarding Leads and external agencies to ensure appropriate support.
- Advocate for clients, promote independence and ensure that their needs and outcomes are appropriately addressed.
- Maintain accurate case records, follow up agreed actions and record meaningful client outcomes.
- Keep up to date with relevant changes to legislation, policies, entitlements and services.

Team Coordination and Staff Support

- Induct, mentor and support new Advice Workers, the Trainee Advice Worker and Student Social Worker.
- Undertake some line management responsibility, including Trainee Advice Worker and student social worker, involving supervision, development and monitoring progress.
- Work with the Advice Service Manager, Advice Team and Office Administrator to allocate clients according to staff expertise, capacity and client needs.

- Act as a point of contact for Advice Workers and the Reception Team, providing guidance on casework, procedures and operational queries.
- Monitor workloads, identify gaps in support and help ensure that work is distributed appropriately.
- Support consistent advice and working practices across the team.
- Identify training needs and raise concerns about workload, practice or performance with the Advice Service Manager where appropriate.

Service Monitoring and Administration

- Maintain accurate records of client contacts, casework, referrals and outcomes in line with SRS procedures and data protection requirements.
- Monitor the quality and completeness of team records and follow up missing information.
- Support the Advice Service Manager with setting and monitoring work targets and service activities, ensuring outcomes and targets are met.
- Contribute to funder reports, service reviews, written client information and the development of service procedures.
- Identify gaps in service delivery and suggest improvements to the Advice Service.
- Manage petty cash and welcome vouchers when required, maintaining accurate financial records.

Deputising and Service Management

- Act as deputy to the Advice Service Manager during absence or when required, supporting the effective running of the service.
- Oversee staff leave requests and record sickness absence in accordance with SRS procedures, seeking Management Team support where necessary.

- Respond to operational issues, coordinate urgent work and ensure continuity of client support.
- Make decisions within delegated authority and escalate significant staffing, financial, safeguarding or organisational matters appropriately.
- Keep the Advice Service Manager informed of important developments and outstanding issues.
- Assist with staffing issues – such as disputes, sickness and recruitment as needed.

Partnership Working and General Responsibilities

- Respond to telephone and general enquiries, providing appropriate information, referrals and signposting.
- Work with the Marginalised Adult Health Outreach Team and other partners to address clients' needs.
- Proactively identify potential partners and local community support in dispersal areas across Suffolk, building links to help clients access practical support, activities and services.
- Develop effective relationships with local authorities, statutory services, voluntary organisations and community groups.
- Attend relevant meetings and advocate for clients, promoting coordinated support and avoiding duplication.
- Work in accordance with SRS policies, safeguarding procedures, confidentiality requirements and codes of conduct.
- Contribute to team meetings, training, service development, communications and other reasonable organisational activities.

Other requirements

To deliver services effectively, a degree of flexibility is needed, and you may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the job, at the appropriate skills and responsibility level. This job description will therefore be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Please note that an Enhanced DBS Check is required for this post. The decision to request a DBS disclosure is made in accordance with the Rehabilitation of Offenders Act 1974. The check will be paid for by Suffolk Refugee Support.

What we are looking for

Person Specification

Experience and knowledge	
Essential	**Desirable**
Demonstrable understanding of the needs and experiences of asylum seekers and refugees, including the impact of trauma.	Experience of staff supervision, line management or training.
Excellent working knowledge of the UK asylum system, benefits and relevant support services.	Experience of service coordination, monitoring targets or contributing to service development.
Proven experience of dealing with complex client needs, supporting vulnerable people and responding appropriately to safeguarding concerns.	Experience of managing financial records, petty cash or vouchers.
Proven ability to support colleagues, share knowledge and provide guidance or mentoring in a positive manner.	Experience of working with volunteers, trainees or students.
Experience of working with external agencies and maintaining professional relationships.	Knowledge of Suffolk's geography and the variations in its demographics and opportunities.
Skills	
Essential	**Desirable**
Good written and spoken English, with report-writing skills and the ability to produce accurate written records to a high standard.	Fluency in a refugee language commonly spoken in Suffolk.

Excellent communication and interpersonal skills, including communicating sensitively with people with limited English.	Ability to present information to an audience.
Ability to maintain accurate records, monitor outcomes and follow up outstanding actions.	
Ability to work independently, use initiative, make sound decisions and recognise when to escalate concerns.	
Strong organisational skills, including managing competing priorities, coordinating workloads and meeting deadlines in a high-pressure environment.	
Good IT skills, including confidence using computers and the organisational database, with particularly good skills in working with Excel spreadsheets.	
Attributes	
Essential	
Commitment to client independence, equality and inclusion.	
A strong commitment to Safeguarding Children, Young People and Vulnerable Adults.	
A flexible, solution-focused approach.	
Full UK driving licence, access to suitable transport and willingness to travel across Suffolk.	

Equal Opportunities Statement

Suffolk Refugee Support (SRS) is committed to equal opportunities and to supporting diversity both in the provision of services and as an employer. These commitments are set out in the Equality and Diversity policy and are integral to the provision of SRS's services and to the work done by its staff, trustees, and volunteers, who are expected to promote equality in the workplace and to deliver services with sensitivity.

In essence, this means that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of the following protected characteristics: age, disability (physical or mental impairment), gender reassignment, marital or civil partnership status, pregnancy or maternity, race (colour, nationality, ethnic or national origin), religious beliefs, sex and sexual orientation. In addition, SRS is committed to ensuring that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of membership of a particular social group, political opinion, caring responsibilities, HIV status and employment status.

SRS recognises that refugees and asylum seekers are a particularly vulnerable group of people and may experience additional prejudice and discrimination. As a result, SRS is committed to supporting refugees and asylum seekers to take their full place in society, including being involved in SRS's governance structures.

Equality and Diversity and you

You will be required to support individuals, families, children, women, and young people from very diverse backgrounds and engage them equally irrespective of political, religious or other affiliations.

We expect our team members to act professionally at all times and uphold the values, ambitions and aims of Suffolk Refugee Support.

We are committed to making every reasonable adjustment to the workplace or working arrangements to accommodate people with disabilities.

Please be aware that our offices are accessed via a steep staircase. We will endeavour to accommodate staff with mobility issues as far as possible.

You will have received an Equality and Diversity Monitoring Form as part of this recruitment pack. Please complete and return to HR@suffolkrefugee.org.uk

How to apply

Please complete the Application Form, the Equality Monitoring Form and attach your CV (which should cover your education history, employment history and any relevant training) and send the three documents to HR@suffolkrefugee.org.uk

If you require a larger print form or a paper form, please contact HR@suffolkrefugee.org.uk

Alternatively, you can send the documents by post to Suffolk Refugee Support, 38 St Matthew's Street, Ipswich, Suffolk, IP1 3EP.

Note on the use of AI: We value applications that authentically reflect your own skills and experiences. Submissions suspected of being generated using AI may be rejected. Please ensure that all answers and work presented are your own.

Deadline for submission: no later than 12 noon on 8th December 2026

Interview date: likely to be 17th December 2026

We reserve the right to close this vacancy early and interview at an earlier date if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

How we choose who we invite to an interview

Shortlisting is completed by a panel of Suffolk Refugee Support staff members who will review and independently score your anonymised CV and the responses you have given to the questions asked in the application forms **Why are you the right person for this job** section.

They then meet as a group to discuss their scores and decide which candidates' answers have ranked highest for them.