



Casework Supervisor

Recruitment Pack

We are looking for an experienced **Immigration and Public Law Solicitor** to join our team in London. RLS has experienced tremendous growth in the past 3 years, including the award of an Immigration and a Public Law Legal Aid Contracts. As we go from strength to strength, we strive to become further embedded in the communities we work with and to keep fighting individual and collective injustices.

The successful candidate will provide supervision and assist with the management of our developing and expanding UK casework teams, whilst working on a small targeted caseload of their own, and overseeing regulatory compliance. This includes acting as the LAA supervisor role for our legal aid contracts; both Immigration and Asylum, and Public Law. This is an exciting opportunity for someone who wants to work in a collaborative environment with colleagues who share the same commitment to advancing migrant justice.

The **Casework Supervisor** role is for an experienced solicitor who wants to work in a dynamic and innovative legal organisation which prioritises staff wellbeing and high quality client care. People with lived experience of migration are strongly encouraged to apply.

About Refugee Legal Support

Refugee Legal Support is an international legal support organisation, with operations in Greece, the UK and Northern France. We strive to develop inclusive, sustainable and regenerative ways of working which are directly informed by those with lived migration experience. We support the global movement that fights entrenched inequalities, racism and other forms of discrimination that force people to migrate. In doing so we recognise that immigration systems are weighted against those forced to migrate and stand in opposition to hostile policies, along with all forms of violence against people compelled to migrate.

We are committed to ensuring access to justice through the provision of expert legal information and advice to people seeking safety and family reunification. Our casework is a tool to tackle individual and systemic injustice in immigration systems. We have a strong

commitment to our values of solidarity, anti-racism, independence, openness and transparency.

We are specialised and use our expertise for strategic impact. We strive to be thorough and aim for precision and accuracy in all of our work. In a fast changing environment we use our experience and expertise to move quickly to meet needs, but to also think beyond the immediate context and push for positive systemic change.

We continuously think and challenge ourselves in how we develop our anti-racist practice and empower refugee leadership. We recognise that climate justice and migrant struggles are interconnected and view our work through this lens. If you would like more information about who we bank with and who our pension provider is, please get in touch.

Working at RLS

The wellbeing of our colleagues is of paramount importance. We foster a friendly, supportive and collegiate working environment, and we practise consultative ways of working. We work flexibly and prioritise effective recuperation. Our colleagues play a central role in shaping our work and how we respond to need. They are dedicated to our mission and have the best interests of our clients at heart. We enable each other to fulfil our individual and collective potential in a work environment of mutual trust and respect.

Benefits of working at RLS include:

- **Generous annual leave:** 28 days (pro rata for part time employees) plus bank holidays
- **Flexible working schemes**, compressed hours and remote working are available;
- Pension scheme with ethical pension provider;
- **Wellbeing offering:** access to specialist individual counselling, group clinical supervision or alternative means of wellbeing support (body and mind classes of choice);
- **Enhanced maternity and partner leave;**
- **Enhanced sick leave and pay;**
- **Wellbeing leave;**
- **Learning & Development:** each member of staff has access to training resources and courses and shadowing opportunities;
- **Working groups:** RLS has dedicated working groups on Refugee Leadership & Anti-Racism and Climate & Ecological Emergency;
- We work from within a fully equipped **office** shared with a like-minded organisation near Aldgate station.

Our legal casework in the UK

RLS conducts legal casework in the UK that integrates diverse funding sources to maximise sustainability and reach. This approach enables the organisation to prioritise strategic impact and quality of legal casework over quantity, with flexible billing or hourly targets. RLS legal casework is conducted under OISC and/or Legal Aid Agency regulatory regimes (SQM) and

relevant casework standards. We provide clients with initial advice, full representation at the initial application stage all the way through to appeal and JRs.

Title of post	Solicitor (RLS Casework Supervisor)
Salary	£41,000 - £46,000
Term	Permanent Contract (subject to probation period)
Place	Central London (with some remote working)
Application closing date	Monday 9 December 2024, 09:00 am <i>(We will arrange interviews on a rolling basis and reserve the right to close the round earlier)</i>
Starting date	March 2025

Our work

Our **mission** is to advance safe migration through legal support, casework, strategic litigation, outreach, training and partnerships, and to advocate for the promotion and protection of people’s rights throughout the migration process. Our charitable objectives are pursued through the delivery of programmes across Greece, the UK and Northern France. Our current work includes:

Family Reunion, UK

Our dedicated team of caseworkers supported by volunteer lawyers from commercial law firm partners work on providing family reunion advice, legal information and preparing initial entry clearance applications and appeals.

Afghan Pro Bono Initiative, UK

Our Afghan Pro Bono Initiative is a legal advice and representation project in partnership with Safe Passage and over 10 commercial law firms. The project aims to meet the advice needs of people fleeing Afghanistan and their families through advice, direct representation, and providing community legal information and engagement.

Athens Clinic, Greece

Our legal clinic in Athens was the RLS seed project. Operating since 2017, we have assisted more than 900 people with preparing for their asylum interviews and reunifying with loved ones all around Europe.

Northern France outreach project

In Northern France we provide free and impartial legal information to people on the move and organisations working with them about the right to claim asylum, asylum procedures, and legal routes to the UK including family reunification.

Job purpose and responsibilities

The central objectives of this post are:

- a) Supervision of Immigration and Public Law Casework: Working with the Legal Director to supervise the Immigration and Public Law casework provided by RLS in the UK through legal aid and other funding arrangements; and ensuring full compliance with relevant regulatory frameworks;
- b) Team Management and Supervision: Working closely with the Legal Director to help lead and manage RLS casework teams in the UK and internationally, to help ensure the delivery of high-quality casework that meets project goals and objectives; and the development of high-quality legal information materials and other legal resources.
- c) Contract and Regulatory Compliance Management: This includes responsibility for the management and delivery of:
 - (i) RLS's Legal Aid Agency (LAA) contracts, including maintaining Specialist Quality Mark (SQM) standards, financial compliance and ensuring Peer Review standards are met;
 - (ii) LAA billing processes for both controlled and licensed work; and
 - (iii) OISC and SRA compliance;
- d) Personal Casework: Have personal conduct of a limited but strategic caseload, contributing to the overall objectives of RLS.
- e) Strategic Litigation Development: Collaborate with the RLS Legal Director to identify emerging trends and issues in immigration and asylum law, and develop strategic litigation aligned with RLS's mission.
- f) Sector Support and Development: Provide second-tier support to other immigration advice organisations, leveraging RLS's expertise to enhance sector capacity.
- g) Legal Aid and Pro Bono: To contribute to development and improvement of procedures and protocols for our innovative legal services which aim to combine multiple funding sources to sustainably contribute to addressing the increasing shortfall in the legal representation available for the people RLS works with.

General duties:

- Supervision of RLS legal casework in the Immigration & Asylum and Public Law category to the highest standards;
- Maintain such financial records and financial information as may be required by *inter alia* the LAA;
- Conduct file reviews as per RLS's Independent File Review procedure, OISC and SQM requirements;
- Together with the RLS Legal Director, identify developing immigration and asylum law issues / themes and develop strategic litigation in line with RLS's mission;
- Ensure LAA contract quality and financial compliance, including responsibility for oversight of LAA billing (both controlled and licenced work);
- To act as RLS's Quality Representative; and as result:
 - Be responsible for ensuring caseworkers and casework procedures are up to date and compliant with the SQM requirements
 - Act as point of contact with the LAA; and

- Overseeing any actions arising out of LAA audits, reviews or visits.
- To fully comply with and ensure that all casework teams and processes are also fully compliant with OISC (and SRA) standards of regulation, professional conduct and ethics at all times.
- Work collaboratively and supervise pro bono volunteer lawyers.

Team work

- Work effectively with other RLS legal and non-legal staff and contribute to broader organisational initiatives and those involving legal information and community legal support in particular;
- Attend and contribute to regular and incidental team meetings and discussions;
- Maintain and develop excellent relationships with frontline agencies and grassroots groups to enable effective joint working;
- Attend training internally and externally as agreed with the Legal Director and maintain and make available to RLS, a record of all training undertaken and CPD points obtained;
- Deliver training for colleagues or externally as and when required;
- Undertake other duties which may be regarded within the nature of the post, in discussion with the Legal Director.

Who we are looking for

RLS relies on the energy, skills and enthusiasm of people who share our vision and are drawn to striving together for change. If you share our values, ethos and objectives, and feel like you can contribute to RLS strategically and practically, we would love to hear from you.

Person specification - essential requirements

- Be a solicitor qualified in England & Wales with around 3-5 years of experience (or more) as an immigration caseworker, paralegal or solicitor within a legal aid environment;
- Be IAAS accredited and hold an up to date accreditation (senior caseworker and supervising senior caseworker level);
- Have immigration casework and supervision experience sufficient to meet the relevant Legal Aid Supervisor standards as specified in the [2024 standard civil contract](#) here and eligible immediately to satisfy the LAA Supervisor Standard for both [Immigration and Asylum](#), and [Public Law](#).
- A comprehensive understanding of all relevant regulatory and quality standards, including SRA, SQM, LAA Immigration Specification, OISC Code of Standards, and Peer Review Process Document Criteria.
- A dynamic and innovative self-starter;
- A highly organised individual;
- Fluent in English;
- A strong commitment to upholding the human rights of people who migrate and people at risk; and access to justice and empowerment through the delivery of high-quality, client-focused legal services;

- The successful candidate will be required to obtain an enhanced DBS certificate (we cover the cost). However, a criminal record is not necessarily a barrier to recruitment but should be disclosed on application;
- Have the right to work in the UK.
- Experience and understanding of pro bono legal projects

Person specification - desirable requirements

- Lived experience of migration systems;
- Experience of management and development of casework teams with diverse experience levels, ensuring the delivery of compliant, high-quality casework;
- Skilled in delivering training both internally and externally, with a focus on fostering development-oriented and ambitious casework teams
- Knowledge of languages other than English;
- Experience in community legal advice and information projects;
- Experience working in OISC regulated environments with a legal aid contract;
- Experience of working with volunteers.
- Experience in implementing corrective actions from regulatory or quality audits, reviews, or visits.

How to apply

Apply by sending your:

- **up-to-date CV** and;
- **cover letter** of no more than 500 words explaining why you would like to be considered for this role and how your experience and skills match the person specification. Please ensure that you state your preferred starting date and notice period if applicable.

Send your Cover Letter and CV by email to Rebecca Haack: rebecca.haack@refugeelegalsupport.org no later than **9 December 9 am GMT** stating “RLS Casework Supervisor Vacancy” in the subject line of your email.

For an informal chat about the role, please contact Isaac at isaac.shaffer@refugeelegalsupport.org

Reasonable adjustments

Our recruitment process is designed to allow candidates to showcase their experience and potential. We welcome requests for adjustments to enable you to showcase your skills and expertise. If you would like us to make any adjustments to make our recruitment process more accessible, please do reach out to us to request them.

If you do not hear from us within two weeks of the closing date, this will mean that on this occasion your application has now been unsuccessful. Please do feel free to apply again for

any future positions which may be of interest. Shortlisted candidates will be invited to an in-person interview in Central London.

Privacy note

Any data requested will be used for recruitment purposes only; to screen candidates and judge their suitability to progress to interview. RLS will not share the data with other organisations for marketing or any other purposes. Your personal data will be retained by RLS as long as it is necessary to evaluate your application. All personal data will be treated in confidence and will be deleted 12 months after the conclusion of the recruitment process unless you wish to withdraw your candidacy at an earlier stage and would like us to erase your personal data at the same time. Data collected in the UK is held in accordance with the General Data Protection Regulation (EU) 2016/679 and the UK Data Protection Act 2018. You have the right to request a copy of data we hold on you, to rectify your data and to restrict processing of your data. For any further information on our privacy policy, email privacy@refugeelegalsupport.org .

We value equality and diversity in our organisation, and strive to build a team reflective of the communities we work in. We welcome applications from everyone regardless of age, gender, gender identity, ethnicity, nationality, sexual orientation, faith, or disability. People with migrant backgrounds are experts by experience and are particularly encouraged to apply.