



OUTREACH AND LINK OFFICER (FINANCIAL INCLUSION)

JOB DESCRIPTION & PERSON SPECIFICATIONS

Contract length:	One-year renewable contract [3 months' probation period]
Salary:	£27,506 per annum
Contract Type:	Full time, 5 days a week.
Hours:	35 hours per week. Flexitime available between 8 am and 6 pm, Monday to Friday, with prior approval by the Coordinator. Some evening and weekend work may be required, with time off in lieu agreed upon with the Coordinator.
Holiday entitlement:	28 days including bank holidays
Reporting to:	CRP Coordinator
Pension	The Project participates in the NEST workplace pension scheme.
Location	The role may by agreement be undertaken via a hybrid working model (partly remotely) with some visits to the office in Edinburgh.

This post is funded with the financial support of the Robertson Trust and the People's Postcode Trust

About Citizens Rights Project

We are a migrant-led organisation founded in April 2018, rooted in and with a cultural understanding of the communities we seek to serve. We offer multilingual information, advice, and support to EU migrants in Scotland post-Brexit. Our mission is to inform, advocate, and improve government systems for EU migrant communities. In only five years, we evolved from a small Edinburgh-based project into a prominent organisation with networks, and volunteers spanning across Scotland, recognised as a go-to resource for EU migrants' rights.

What We Do

Our specialisation lies in immigration, particularly in assisting EU citizens in navigating the complexities of the post-Brexit legal landscape. Currently, we operate as an OISC



Level 1 organisation Limited EU Settlement Scheme (EUSS). Recognised as a pivotal body in Scotland for EU settlement and citizens' rights, we have developed strong links with EU citizens' groups and individuals from various countries, providing support tailored to the diverse needs of our clients.

With a focus on assisting citizens facing barriers and in vulnerable situations, our impact is tangible. Between 2018 and 2023 we reached tens of thousands through 250+ multilingual information sessions and pro-bono clinics about the EU Settlement Scheme and citizens' rights. Over 7,500 attended our in-person events, and our online sessions reached an audience of 60,500. We brought our events and services to all local authorities in Scotland.

Since 2020, we've directly supported more than 1,000 individuals with immigration application and their digital status and addressed over 2,000 queries. With Brexit introducing a perilous legal landscape for EU citizens, we have been a constant source of guidance, assisting in the face of evolving immigration regulations.

Our extensive clientele, comprising nearly 300,000 individuals in Scotland, confronts a myriad of challenges. A staggering 70% of those seeking assistance from our project encounter obstacles while navigating the intricacies of the EU Settlement Scheme, updating or verifying their digital status in the scheme, and understanding their rights as migrants in the UK and Scotland. These impediments frequently arise from factors such as limited proficiency in English or information technology, as well as the presence of mental and/or physical health issues. Additionally, challenging life circumstances such as homelessness, domestic abuse, addiction, or even destitution further compound the difficulties faced by our clients.

Going Forward

Our immediate growth plan centres on securing multiyear funding and strengthening reserves to ensure long-term sustainability. This strategic move will empower us to provide permanent positions with competitive salaries and benefits, underscoring our commitment to being an employer of choice that prioritises work-life balance. We aim to attract proactive individuals capable of independent work within a cohesive team framework.

Furthermore, we remain dedicated to nurturing the collaborative environment and fostering the unique culture of communication and cooperation that has been integral to our project since its inception. Our team [both staff and volunteers], characterised by exceptional dedication to our mission, projects, and client support, will continue to be the cornerstone of our success.



Looking ahead, our objectives for the next three years include:

- Attaining OISC Level 2 accreditation to expand our capacity to handle EU Settlement Scheme cases and broaden our immigration services.
- Extending the reach of our European Rights Centre to encompass all major European nationalities in Scotland, particularly in underserved areas.
- Enhancing current partnerships and creating new ones with similar organizations across Scotland to ensure comprehensive coverage.
- Actively seeking out gaps in welfare service provision and advocating for systemic changes to address these challenges.
- Advocating for European citizens' concerns and issues at governmental and community levels.
- Facilitating engagement between European communities and relevant stakeholders on matters of human rights and public services.
- Rebranding our project to reflect our expanding role and impact.
- Expanding our digital presence and raising our profile in Scotland and the UK.

About the Outreach & Link Officer (Financial advice) role

Citizens Rights Project has secured three years of funding from the Robertson Trust and the People's Postcode Trust to set up our project "Supporting European migrant workers facing financial trauma in Scotland". This service supports individuals facing financial problems, hardship, and poverty trauma, which could lead to mental health issues, family breakdowns, homelessness, and destitution. Migrants often lack family support and only have access to services that are fragmented, confusing, and vary in availability from one area to another. The systems are taking a long time to adapt to the new and emerging needs of the communities. An interim information and advocacy service is needed to reach individuals and work with agencies (e.g. CAS, DWP, HMRC, Benefit Agencies, employers, and central and local government) to provide a responsive service.

Our specialisation lies in immigration, particularly in assisting EU citizens in navigating the complexities of the post-Brexit legal landscape. Currently, we operate as an OISC Level 1 organization under the Limited EU Settlement Scheme (EUSS).

However, as our work and contacts developed, we increasingly received enquiries from EU and other European citizens who wanted advice and support in other areas, principally in accessing public services, resources, and benefits.



Through that, we have also identified a need for a link worker service in European languages, to provide non-medical support with personal, social, emotional, and financial issues, by diverting our clients to the appropriate community-based resources and primary care to address social isolation and health inequalities, among other things.

We opened the service in September 2023 and in less than half a year we have learned that we were meeting a clear need in the European community in Scotland (estimated to be approximately 234,000).

Our service will aim to:

- Improve access to existing services e.g. immigration and benefit/welfare advice and support.
- Improve access to adapted and multilingual information and services (e.g: printable and online materials, online and face-to-face information sessions, online and face-to-face support clinics)
- Improve clients' knowledge about their rights and how to navigate and access the system.
- Reduce the risk of financial exclusion and isolation.
- Strengthen inclusion, confidence, quality of life, mental and emotional happiness, and stability.
- Decrease feelings of helplessness and loneliness.
- Improve awareness of help and resources available
- Identify needs and gaps in service provision and access and community shortcomings to Local Authorities, the Scottish Government, the IMA, the UK Government, and other relevant agencies.

Tasks and Responsibilities

- Reach vulnerable and often isolated EU and other European migrant communities across Scotland, to establish the nature and extent of financial poverty and trauma in those communities.
- Use a multitude of communication methods from online webinars and posting on social media (Facebook, Twitter, Instagram) to in-person events and engagement/collaboration with local partners across Scotland.
- Offer face-to-face group participation and listening,
- Signpost potential service users and refer to the agencies in their localities.
- Creating referral paths with other organisations and projects.
- Alert agencies to any shortcomings in their current provision.
- Influence local and national agencies to adopt new practices.
- Facilitating the communication and engagement of the service users with other organisations and agencies providing welfare support and advice.



- Work with volunteers to help promote this service and its activities and resources in their local communities and networks, identifying individuals who may benefit from this service, helping with translating materials and interpreting at events and sessions, and others.

Person Specification

We encourage applications from individuals who may not meet all the essential skills and experience criteria. Transferable skills from other professional experiences will be considered, and Citizens Rights Project is committed to providing training and qualifications where needed.

Skills and Experience Required

Essentials

- Proficiency in English communication.
- Fluency in speaking and writing in an EU language, preferably Italian, Lithuanian, or Bulgarian.
- Experience in organising events, both online and in-person.
- Ability to research, write, and produce information and publicity materials.
- Strong communication skills, demonstrating clarity, sensitivity, and confidence.
- Organisational skills with a commitment to service development and quality assurance.
- Proficient research skills to gather information from reputable sources.
- Patience, adaptability, and sensitivity when working with individuals in challenging situations.
- Empathy and a non-judgmental attitude towards clients.
- Compliance with Data Protection Act for record-keeping.
- Ability to remain calm in difficult situations.
- Flexibility to travel to various locations within the area.
- Proficiency in using information technology.
- Teamwork skills and ability to work independently.
- Commitment to continuous learning and professional development.

Desirable

- Some experience in the use of social media
- Ability to look at the development of services and implement improvements with minimal input.
- Familiarity with EU Settlement Scheme processes is beneficial, although not required for this role. Training will be provided as needed.
- An understanding of the issues facing EU citizens in Scotland



- Knowledge of local voluntary organisations

Diversity and Equality

Diversity is central to the Citizens Rights Project work, and we are highly committed to promoting diversity and values of equality in all our work. We believe in working respectfully, listening to our clients, volunteers, staff, and partners, and adopting working practices that respond to the needs of our clients and staff. Our diverse Board plays a key role in overseeing our work and supporting the Coordinator in maintaining a strong focus on diversity.

The Agency is committed to continuing staff development and finding ways to meet any challenges faced through support for training and CPD and finding ways to accommodate the needs of staff.

We are seeking applications from individuals regardless of age, gender, ethnicity, disability, sexuality, religion and/or belief. We welcome and encourage applications from those currently under-represented in our workforce and the third-sector community, including those from BAME backgrounds and disabled people. We are committed to managing a fair and equitable recruitment process. We aim to interview any disabled candidate who fulfils the minimum criteria for the role as described in the Person Specification.

How to Apply

To apply, please complete the Application Summary Sheet and Equal Opportunities Forms and send your C.V (3 pages maximum), and a cover letter of no more than 3 A4 pages outlining why you would like to work with the Project; what excites you about this opportunity; the relevant skills and experience you can bring to the role; and how you meet the person specifications.

Email everything to Noelia Martinez at info@citizensrightsproject.org

Closing date for application: 10 am, Friday, 12th April

Interviews will be held 18th and 19th April

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