



RIGHTS ADVISER (Polish Language Service)

JOB DESCRIPTION & PERSON SPECIFICATIONS

Contract length:	One-year renewable contract [3 months' probation period]
Salary:	£27,506 per annum; £13,753 pro rata
Contract Type:	Part-time, 3 days a week.
Hours:	17.5 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:	16.8 days including bank holidays [full-time entitlement is 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 National Lottery Community Fund

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 Rights Adviser role

Citizens Rights Project has secured three years of funding from the National Lottery Community Fund to set up a European Citizens Rights Service to provide information, advice, and support for European citizens in Scotland, in their community languages, to enable them to better access public services, welfare rights, and other benefits. Our initial primary focus will be on the Polish, Romanian, and Italian speaking communities, the three largest EU communities in Scotland, but we will also provide information in Spanish, Lithuanian, Latvian, Bulgarian, and Hungarian.

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 and benefits. Through that, we have also identified a need for a service to provide that advice and support by advisers who were fluent in their own European languages, and had an awareness of, and contact with, those communities in Scotland. The lack of such services can also make those European citizens vulnerable to exploitation by bogus or unqualified advisers.

In 2021, we piloted this service providing such advice and support for Polish-speaking and Spanish-speaking clients in Edinburgh. We were also able to operate the service for Italian-speaking clients for several months in 2022.



From those experiences, we learned that we were meeting a clear need in the European community in Scotland (estimated to be approximately 234,000).

Our service will:

- promote information, across Scotland through online and occasional publicity events, in the most widely spoken European languages in Scotland on European citizens' rights;
- utilise our extensive volunteer network to circulate material in as many European languages as possible, and to arrange occasional outreach information events across the country;
- provide expert support to our staff, volunteers, and partner organisations across Scotland, to assist them in securing up-to-date and accurate advice on welfare rights and access to benefits and services;
- offer a direct one-to-one online advice and support service on the above matters for individual clients, with an initial priority for the Polish, Romanian, and Italian-speaking communities;
- develop reciprocal advice and support with partner organisations in Scotland who can provide one-to-one support in those European languages which we cannot.

As a result of providing the proposed service, members of the European communities in Scotland will be better enabled to access services and benefits to which they are entitled, resulting, amongst other things, in:

- a reduction of poverty and economic deprivation in those communities;
- the promotion of social inclusion of European citizens in Scotland in wider Scottish society.
- reducing homelessness and poor-quality accommodation in those communities; and reducing social isolation amongst members of those communities.

Tasks and Responsibilities

- Provide online and in-person welfare rights advice to Polish speaking nationals in Scotland, covering areas such as employment, benefits, housing, energy, debt, and related matters.
- Maintain detailed case notes and documentation for client cases.
- Organise occasional outreach events.
- Refer clients to appropriate services when needed.
- Produce reports for monitoring and evaluation.
- Collaborate on creating/organising informational materials and translations.
- Gather feedback on community needs for workshops.



- Support clients in accessing workshops and empowering them with knowledge.
- Provide expert support to staff, volunteers, and partner organisations.
- Assist in organising consultation events and user forums.
- Develop partnerships for one-to-one support in other languages.
- Contribute to website and social media content.

We understand that this is a part-time position and therefore recognise that accomplishing all the tasks and responsibilities listed above in less than 3 full days may be challenging. The primary focus of this role is providing advice, and we anticipate this will occupy the majority of the time. Many other tasks are collaborative or won't occur regularly.

In any case, if the demand for this service is high, we are committed to seeking funding to potentially increase the hours to a full-time position (if the person holding this post is interested), or to contract another part-time adviser.

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

- Fluent in spoken and written Polish.
- Proficient in English communication.
- Some knowledge and experience in providing advice and/or support on at least one of the areas covered by the service: welfare, employment, housing, financial matters; or experience in providing some form of customer service/support.
- Ability to write clear reports and maintain accurate case records.
- Strong communication skills in both English and Polish demonstrating clarity, sensitivity, and confidence.
- Organisational skills with a commitment to service development and quality assurance.
- Proficient research skills with the ability 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

- Able to demonstrate a clear understanding of key issues connected with welfare and financial rights, review and appeal processes, and legislative change and be able to connect and disseminate information about this.
- 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.
- General understanding of benefits for EU/EEA nationals
- 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

End