



eVISA TRANSITION PROJECT WORKER

JOB DESCRIPTION & PERSON SPECIFICATIONS

Contract length:	One-year contract
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 Chief Executive Officer (CEO). Some evening and weekend work may be required, with time off in lieu agreed upon with the CEO.
Holiday entitlement:	19.8 days including bank holidays [full-time entitlement is 33 days including bank holidays]
Reporting to:	CEO
Pension	The Project participates in the NEST workplace pension scheme.
Location	Candidates must be based in Scotland. 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 Home Office eVisa Transition 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 2024 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 1,150 individuals with immigration application and their digital status and addressed over 2,800 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.

However, as our work has expanded and our network has developed, we increasingly received inquiries from clients seeking advice and support in areas such as accessing public services and benefits. Through this engagement, we identified a critical need for services delivered by advisers fluent in various European languages who possess a deep understanding of and connection to these communities in Scotland. The absence of such services often leaves European citizens vulnerable to exploitation by unqualified or deceitful advisers.

In response, we have established the European Citizens Rights Service, which includes access to public services, benefits, employment rights, housing, debt and energy advice, maternity rights, pensions, and more. This service comprises three multilingual components: online and in-person information sessions to educate people about their rights and how to access them, a link worker to guide clients through the process of accessing required services and understanding previous



barriers, and two part-time rights advisers who provide initial advice on these matters.

We also actively engage the talents of individuals with firsthand experience with the issues we address, serving as a vital intermediary in consultations that shape and influence policy. This role enhances our service delivery and strengthens the trust and credibility we have established within migrant communities across Scotland. For instance, we facilitated discussions for the Human Rights Consortium Scotland in 2021 and 2023 on the new Scottish Human Rights Bill, engaging EU migrants in multiple languages to gather diverse perspectives on public service access and rights infringement. Similarly, for the Fair Work Convention, we organised discussions with EU migrants in the hospitality sector, providing crucial feedback for government advisory on fair work practices. Recently, we have been asked to help organise consultations with EU migrants on the Scottish Government's independent Covid-19 inquiry

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 organisations 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 eVisa Transition Project Worker Role

The Citizens Rights Project (CRP) has secured one year of funding from the Home Office to support vulnerable migrants in Scotland transitioning from physical immigration documents to eVisas. The Home Office aims to complete the roll-out of eVisas, an electronic record of immigration status accessible via GOV.UK, by the end of 2024. With all Biometric Residence Permits (BRPs) and most Biometric Residence Cards (BRCs) set to expire on 31 December 2024, BRP/BRC holders with leave extending beyond this date must transition to an eVisa to avoid difficulties in proving their rights.

The eVisa Transition Project Worker will play a crucial role in assisting vulnerable individuals with complex needs throughout this transition. The role involves helping clients create UKVI accounts, access and share their eVisa to prove rights such as Right to Work or Right to Rent, and ensure their information, documents, and images are properly maintained on the UKVI platform.

This targeted support will focus on those most at risk, including individuals with disabilities, learning difficulties, severe mental health conditions, victims of domestic abuse, people facing homelessness, and those with limited literacy or English language skills. The Project Worker will organise dedicated support clinics across Scotland and collaborate with CRP's network of multilingual volunteers, partner organisations, and existing outreach efforts to effectively promote and deliver services to those in need.

In addition to direct support, the Project Worker will maintain comprehensive records, gather feedback to enhance services, and showcase the project's impact through case studies.

Tasks and Responsibilities

- Provide direct support to migrants transitioning from physical immigration documents to eVisas, including assisting with creating UKVI accounts, accessing their eVisa, sharing digital status (e.g., Right to Work, Right to Rent), and maintaining up-to-date information on the UKVI platform.



- Offer in-person and online assistance to clients, particularly those with complex needs such as disabilities, language barriers, and low digital literacy.
- Maintain detailed case notes and documentation for all client interactions and support provided.
- Organise and participate in outreach events, such as dedicated eVisa support clinics and other related information sessions across Scotland.
- Refer clients to appropriate services and partner organisations as needed, ensuring a comprehensive support network.
- Collaborate with the team to develop and distribute multilingual informational materials and updates via social media and other platforms to reach a wider audience.
- Collect feedback from clients to assess service effectiveness and identify areas for improvement, ensuring that community needs are met.
- Provide expert guidance to CRP staff, volunteers, and partner organisations on eVisa processes and the challenges vulnerable clients may face.
- Organise outreach events and support clinics aimed at empowering individuals with the knowledge needed to manage their digital immigration status.
- Monitor and evaluate the service by producing the required reports by the funder on project progress, impact, and client outcomes.
- Support the development of partnerships with other community organisations and volunteers to facilitate further outreach and one-to-one support for hard-to-reach groups.

This part-time role will primarily focus on providing direct support to clients, which we expect to take up the majority of the time. Some tasks, such as organising events and creating informational materials, will be collaborative or occur periodically. If the demand for this service increases, CRP will explore opportunities for additional funding to expand the role's hours or bring in extra support.

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

- Experience working with clients in vulnerable situations, especially those facing complex needs such as language barriers, low digital literacy, or mental health challenges.
- Proficient in English communication.



- Fluency in other language(s).
- Ability to write clear reports and maintain accurate case records.
- Strong communication skills, demonstrating clarity, sensitivity, and confidence.
- Excellent organisational skills with a commitment to service development and quality assurance.
- Research skills to gather information from reliable sources to support clients.
- Patience, adaptability, and sensitivity when working with individuals in difficult circumstances.
- Empathy and a non-judgmental attitude towards clients from diverse backgrounds.
- Ability to remain calm and effective in high-pressure or challenging situations.
- Flexibility to travel to various locations across Scotland as needed.
- Proficiency in using IT systems, particularly on maintaining digital records and supporting clients with online services.
- Ability to work both independently and as part of a collaborative team.

Desirable

- Experience in providing support or advice in areas such as immigration, digital processes, or customer service.
- Familiarity with UK's immigration processes.
- Understanding of issues related to digital immigration status and the challenges clients may face in transitioning to an eVisa.
- Experience in service development and a proactive approach to improving services with minimal supervision.
- Knowledge of local voluntary organisations and the wider migrant support landscape in Scotland.

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 Chief Executive Board in maintaining a strong focus on diversity.

CRP 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, 4th October

Interviews will be held on 11th of October (tbc)

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