

IMMIGRANT COUNCIL OF IRELAND

The Immigrant Council of Ireland (ICI) is a non-governmental organisation and Independent Law Centre which provides information, advice and legal representation to migrants and their families moving to or living in Ireland. The ICI's aim is to directly assist migrants in navigating the Irish immigration system and, in turn, the ICI uses its experience and expertise to lobby for positive policy and legislative changes within the immigration system and associated areas.

The Immigrant Council of Ireland is currently seeking applications for the following position:

JOB DESCRIPTION

Title of position: Information and Legal Support Officer
Reporting to: Legal Services Manager
Location: 2 St Andrew St, Dublin 2

This is a 12-month, full-time role, subject to funding. A 3-month probationary period applies.

Closing date for applications: 5pm, Monday 6 March 2017

Purpose of position

The Information and Legal Support Officer will work with both the Information and Referral team and Legal Services team of the ICI to provide information and support to ICI service users and assist in the overall delivery of services to ICI service users and legal clients.

Key responsibilities

1. To work within the Information and Referral team and the Legal Services team in the provision of information, support and legal services to migrants and their family members;
2. To provide information and assistance to ICI service users (both individuals and organisations) via the ICI Information and Referral Helpline.
3. To refer ICI service users to other specialised organisations and services where appropriate;
4. To gather information and keep up to date with immigration, refugee and citizenship issues;
5. To develop and maintain written information resources (information sheets, website content, etc.), as may be required;

6. To meet with ICI service users on an appointment-based, one to one capacity to provide more in-depth information, determine their level of need and to provide supports and/or make referrals to the Legal Services team, where appropriate and in agreement with the Legal Services Manager or Solicitor;
7. Complete and maintain manual case files and digital case management system;
8. To deliver information outreach sessions and training to external service providers on immigration and citizenship related applications, as may be required;
9. To attend ICI casework and staff meetings;
10. To represent the ICI externally in meetings, forums and at events as agreed with the Legal Services Manager.

Person Specification

Qualifications and Experience:

- Third-level legal qualification (*essential*); qualified as a solicitor (*desirable*)
- Prior experience in the direct provision of information, advice and support to individuals and organisations on the Irish immigration system and associated areas.

Knowledge:

- Knowledge of Irish immigration, refugee and citizenship law an advantage;
- Understanding of and a commitment to the promotion of equal opportunities and cultural diversity;
- Knowledge of the environment in which non-governmental organisations operate.

Skills and Abilities:

- Excellent verbal and written communication and presentation skills;
- Proficiency with Microsoft Office and general computer skills;
- Fluency in English; fluency in another language desirable but not essential;
- Ability to work and engage in intercultural settings;
- Experience in practical research to assist service users is desirable;
- Understanding and commitment to the ICI's equality, diversity, anti-discrimination and anti-racism agenda;
- Excellent interpersonal skills and ability to work in a team environment;
- Flexibility and the ability to work under pressure;
- Motivation and a desire to learn on an on-going basis;

- Ability to maintain a high level of social, organisational and professional standards in job-related activities.

HOW TO APPLY

A letter of application along with a full CV and the names of two referees should be sent by way of email only to admin@immigrantcouncil.ie with subject: Information Officer

Closing date: 5pm, Monday 6 March 2017

Interviews will take place the week of 13 March 2017