

ADVICE FOR ALL



12-month Paid Training Programme

WELFARE AND HOUSING TRAINEE ADVISER

4 VACANCIES



Are you passionate about empowering communities and building a rewarding career in the advice sector?

Alongside our incredible partners—The Baytree Centre, High Trees, LAWRS and Southwark Law Centre—IRMO is recruiting for the second cohort of our **Advice Workforce Development Programme**. This is a unique opportunity to gain hands-on experience, build your skills and access a pathway into a career in advice services.

As a trainee, you will:

- Work within one of our partner organisations, providing direct support to people facing housing and welfare challenges.
- Receive supervision from experienced advisers, including additional oversight from Southwark Law Centre.
- Follow a structured training programme, including the opportunity to earn a **Level 3 qualification in Information, Advice, and Guidance (IAG)**.
- Get tailored support to help you transition into employment in the advice sector.

This initiative, funded by London Funders through the **Propel** programme and supported by City Bridge Trust and London Legal Support Trust, aims to strengthen community organisations' advice provision. Together, we aim to ensure that more people can access the support they need.

We are also recruiting for an **Immigration Trainee Adviser** to be based at IRMO. More details about this role and how to apply can be found [here](#).

Hours	Full-time (35 hours/week). We understand everyone's circumstances are different, and therefore we also welcome applications from candidates seeking part-time hours, provided a minimum commitment of 4 days per week (28 hours) is met.
Location	Trainees based at Baytree Centre, High Trees and IRMO: office-based Trainee based at LAWRS: hybrid
Salary	£25,207 per year if full-time (pro rata) – London Living Wage
Employment Term	12-month fixed-term contract
Deadline to apply	11:59 pm on Sunday, 13th April 2025
Interview Dates	Week commencing 21st of April 2025
Pre-Employment checks	DBS check and right to work in the UK

Job Description

This role is an ideal first step into the advice sector, offering a wide-ranging learning opportunity covering the different types of welfare benefits and housing support available for different communities in the UK.

As one of our Welfare and Housing Trainee Advisers, you will receive full on-the-job training on how to provide high-quality, person-centred welfare and housing advice to the beneficiaries of our organisations. Through the placement, you will work on a one-to-one basis with a trained supervisor to strengthen your professional skills, gain confidence in the advice environment and acquire the essential knowledge, experience and training required (including the opportunity to acquire a Level 3 qualification in Information, Advice and Guidance) to move into meaningful employment within the advice sector. You will also work in collaboration with other advisers in your placement organisation and contribute to partnership-wide meetings.

While there is no expectation that you will have previous experience in providing welfare and housing advice, we are looking for a clear history of working with individuals in some form of supportive capacity. We are also looking for a good understanding and a natural empathy with the multiple barriers people may be facing when seeking advice of this kind, as well as a structured, organised approach to work and excellent people skills. You will be passionate about supporting others to achieve meaningful change, comfortable using our internal systems to record your work, and committed to engaging in all the training needed to become an excellent welfare and housing adviser.

Core Responsibilities

- Staying on top of your training and development plan to ensure you meet all requirements within the contracted period.
- Developing and maintaining in-depth knowledge of topics relevant to the local welfare and housing landscap
- Handling incoming enquiries efficiently and effectively
- Communicating with service users and assisting in arranging appointments
- Shadowing advice sessions, assisting the team with attendance notes and completing administrative tasks to demonstrate the team's impact
- Assisting with casework and applications as requested
- Conducting basic advice sessions, including completing initial assessments and action plans with individuals
- Communicating with service users to share advice notes, complete feedback forms, etc.
- Collecting and compiling data on CRM system as required by the line manager
- Ensuring that all client data is handled sensitively and confidentially
- Making referrals to other internal departments and services as needed
- Signposting and referring service users to other sources of support, such as other advice agencies, social workers, specialist caseworkers or solicitors, and completing all necessary paperwork
- Travelling to other locations (on occasion) to assist in delivering the welfare advice service in external settings
- Assisting the team with reporting, including the collection of testimonials and case studies, organising and interpreting data, and drafting reports
- Complying with organisational safeguarding policies and procedures.

Person Specification

The below specification captures the level of experience, knowledge and skills required to carry out the trainee position and will be used in the shortlisting and interview process.

Essential

- At least one year experience (either paid or voluntary) working with individuals in a supportive capacity, e.g. care worker, teaching assistant, project worker, mentor, etc.
- Ability to develop, manage and maintain strong relationships with service users
- Ability to work in a fast-paced environment
- Ability to accept responsibility to meet set goals
- Ability and willingness to work as part of a team
- Ability to use monitoring and evaluation tools to record users' journeys through our services
- Confidence to deliver advice and guidance to individuals following training
- A strong understanding and commitment to equality, diversity and inclusion and its application to the provision of advice
- Collaborative and willing to understand and adapt to the needs of the team
- Flexible, committed and resourceful
- Proactive learner, ready to learn and grow, ready to take on and work with feedback
- Good IT skills
- Good spoken and written communication skills in English
- **If based at High Trees:**
 - No specific language requirements
- **If based at IRMO:**
 - Excellent spoken and written communication skills in Spanish
 - Good understanding of the issues facing Latin Americans in the UK
- **If based at The Baytree Centre:**
 - Good spoken and written communication skills in Spanish
 - This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010
- **If based at LAWRS:**
 - Excellent spoken and written communication skills in Portuguese or Spanish. Due to Portuguese speakers being underrepresented in the team, applicants proficient in Portuguese will be given preference.
 - Good understanding of the issues facing Latin American women in the UK
 - This post is restricted to Latin American women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010

Desirable

- Experience working in a community setting
- Good understanding of the local welfare and housing landscape
- **If based at IRMO:**
 - Good spoken and written communication skills in Portuguese
- **If based at LAWRS:**
 - Good spoken and written communication skills in a third language (either Spanish or Portuguese)

About the partners



The Indoamerican Refugee and Migrant Organisation (IRMO) is a community-led, frontline organisation based in Brixton, South London that has been supporting the UK's Latin American community for more than 40 years. Responding to immediate needs and structural inequalities, their work aims to enable the development, agency and participation of Spanish and Portuguese speakers across the country. They do this by offering high-quality information and advice services, opportunities for development and training, and a platform to seek social and systemic change. For more information, visit irmo.org.uk.



The Baytree Centre is a social inclusion charity for women and girls, based in the heart of Brixton, South London. An integral part of the community since 1991, they provide holistic support through personal development activities and workshops and one-to-one coaching, as well as English classes and integration support for newly arrived migrants and refugees. For more info, visit baytreecentre.org.



High Trees is a Community Development Trust, based in Tulse Hill, Lambeth, delivering and leading on a range of integrated services to connect people and communities to strengthen skills and build stronger voices. Their five support areas provide integrated services in Employment & Welfare Advice; Community Education & Training; Community Action; Children, Young People & Families; and Community Research & Development. For more information, visit high-trees.org.



The Latin American Women's Rights Service (LAWRS) is a feminist organization that supports Latin American migrant women living in the UK. They focus on addressing fundamental human rights violations, including gender-based violence, exploitation, trafficking, severe poverty, and deprivation. LAWRS provides direct support such as casework, counselling, advice on benefits, employment rights, family law, and immigration. They also engage in advocacy at local, national, and EU levels, working with sister organizations and networks to promote women's rights, migrant's rights, and racial justice. For more details, you can visit their website at lawrs.org.uk.



Southwark Law Centre provides specialist legal advice for people who can't afford to pay for it in the areas of discrimination, employment, housing, planning, welfare rights, and immigration and asylum law. They support those needing specialist legal advice who have been referred to them by partner agencies, such as advice agencies, hospitals, social workers, MPs and councillors. Their main office is based in Southwark with a supporting location at Lewisham Law Centre. For more information, visit southwarklawcentre.org.uk.



How to apply

Please return your [application form](#) along with your [equal opportunities monitoring form](#) by email to recruitment@irmo.org.uk by no later than **11.59 pm on the 13th of April 2025**. Please include the title of the position for which you are applying in the subject line of your email.

Interviews are likely to take place in the week commencing the **21st of April 2025**.

If you have any questions about the role, you can email us at recruitment@irmo.org.uk, and we'll direct you to the right person in the team.

