

# JOB DESCRIPTION

## DESCRIPTION

<b>Job Title</b>	Community Worker
<b>Responsible to</b>	Community Worker Lead/Operations Manager
<b>Work Base</b>	Victoria Park Community Centre, Bridgwater
<b>Salary</b>	<b>£24,530 Per Annum</b>

## CONDITIONS OF EMPLOYMENT

<b>Working Hours</b>	Full Time – 40 hours per week
<b>Annual Leave</b>	28 days including bank holidays
<b>Probationary Period</b>	3 months
<b>Notice</b>	1 month, after Probation
<b>Expenses</b>	car use to other locations (Mileage)

## JOB PURPOSE

Diversity Voice is a small Somerset-based charity that helps local people whose first language is not English (EAL). We provide support by offering English classes, interpretation, translation and advice in order to help EAL individuals and communities living in Somerset to overcome barriers to participating fully in the local community.

The Community Worker will be part of our team working to support migrants and other EAL individuals to access mainstream services.

## COMMUNITY WORKER TASKS AND RESPONSIBILITIES

- Provide advice and practical assistance to individuals and groups so that they can engage with or benefit from services and information they are unable to access due to lack of language proficiency, cross-cultural understanding, or other barriers.
- Provide advice and practical assistance to help clients adhere to or fulfil statutory obligations which enable them to remain in and benefit from life in the UK, including the use of interpreters where necessary
- Resolve issues yourself where appropriate and develop an understanding of other support services to which you can signpost clients. Assist clients to access these services, including identifying situations where additional interpretation support may be necessary, and ensuring that interpretation support is provided where necessary
- When appropriate, set up casework files for clients and ensure these are kept confidential.
- Engage with stakeholders face-to-face, and by electronic and telephone communication
- Translate and interpret between English and your first language.
- Represent Diversity Voice at meetings and events online and face-to-face to promote our services and facilitate networking and liaison
- With colleagues, organise meetings and events online and face-to-face
- Report about your work to colleagues, trustees, and other stakeholders and share best practice
- Maintain records and collect data, and comply with internal administration systems
- Manage your diary, which will include appointments across Somerset
- Ensure that the values of Diversity Voice are championed and adhere to confidentiality requirements
- Attend training and undertake any other duties that may be reasonably required using the skills you have.

#### GENERAL

- Undertake any other duties that may be reasonably required by the Team.
- Ensure that the values of the Diversity Voice are promoted at all times.
- Promote and adhere to all policies adopted by the Board of Diversity Voice.

You will be required to complete an application to the Disclosure and Barring Service once a year, comply with the terms of the Data Protection Act 2018 and use your own vehicle, which must be roadworthy and appropriately insured.

#### Data Protection Act 2018

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018.

## **CANDIDATE SPECIFICATION GUIDELINES**

## Candidate Specification

<b>Skills and Abilities</b>	
Ability to create a trusting environment to engage people	Essential
Good IT skills and the ability to use MS365	Essential
Excellent communication skills both oral and written	Essential
Ability to work successfully as part of a team or to coordinate team activities	Essential
Fluency in English	Essential
Fluency in a second language	Essential
Ability to write reports	Essential
<b>Experience</b>	
Working in advice or community work	Essential
Informal translating and interpreting	Desirable
Remote working	Desirable
Working with vulnerable groups	Desirable
Working in an immigration advice setting	Useful
<b>Education</b>	
Education to degree level in education, social sciences, languages or culture studies	Desirable
General education to age 18	Essential
<b>Specialist Knowledge</b>	
Challenges of living in a new country	Essential
Knowledge of EU Settlement Scheme	Desirable
Understanding of community work	Desirable
Understanding of statutory and voluntary services in Somerset	Desirable
Understanding of intercultural integration	Useful
<b>Work-related Personal Qualities</b>	
Highly motivated	Essential
Team player	Essential
Empathic and non-judgemental	Essential
Well-organised	Essential
Confidence in new situations	Essential
Tactful and diplomatic	Essential

Competences will be assessed by application and interview, and copies of certificates are required