

**JOB DESCRIPTION**

**Job Title: Bi-lingual Advice and Outreach Worker**

**Financial Health and Well-being Project**

**Based in Northwest Office (Ebrington Square, Derry – Londonderry)**

**Salary: £28,485 (Pro-rata to 16hrs))**

**Probation Period: 3 months**

**Working hours: 16hrs per week - this post requires evening and weekend hours on occasion**

 **Fixed term contract - contract ending 31 March 2028**

**Purpose of the post**

This project will address issues around debt, poverty and financial health by providing a culturally sensitive service improving the awareness of service users of their economic and financial rights. The project will improve access to financial support and services in a variety of languages to ensure migrants and their families do not face financial instability leading to mental health and wellbeing issues.

Migrants, often employed in non-unionised or particularly precarious work environments, will be in particular need of specialised support due to language and cultural barriers along with lack of local connections. Migrant and BME individuals who are employed can be particularly vulnerable to exploitation and underpay and are disproportionately represented in non-unionised and low wage occupations, making their situations even more financially precarious.

This project is a regional project and is delivered out of all of the Migrant Centre locations by team members, i.e., Belfast, Derry/Londonderry and Lurgan. This post holder will be based in the Northwest office but will be required for outreach work in other outreach locations.

Key functions of the role will include:

* Assisting clients with benefits eligibility reviews to ensure maximization of entitlement and Income
* Assisting clients to apply for eligible benefits
* Supporting clients in attending job centre and Social Security interviews
* Liaising with relevant agencies (i.e. HMRC) to avoid delay or cessation of benefits
* Provision of weekly information clinics regarding financial health and debt as well as employment skills and training opportunities
* Delivery of public financial health education and information outreach sessions
* Delivering training for voluntary and community organisations regarding the needs of migrants and BME communities
* Coordinating interpretation services as needed
* Liaise with the Manager and other project staff to produce publicity material, to promote the project and the centre.
* To collect statistics on service uptake and financial outcomes and conduct client surveys when required.
* Attend all staff meetings, project meetings, discussions and reviews with management as required.
* Identify personal training needs and actively participate in the overall training strategy of the Centre.
* Represent Migrant Centre NI at seminars and conferences as appropriate.
* To provide regular monitoring reports to management on the project
* Promote the organisation, and its accomplishments internally and externally
* Undertake any other reasonable duties consistent with the post and with the aims and objectives of the project.

**Please note:** As part of the recruitment process, all candidates must be able to demonstrate their right to work in the UK.

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| **Personnel Specifications** |  |
| 1. **Qualification/Education**
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| * Level 3 (or higher) qualification in Advice / Welfare Rights
 | **Essential** |
| 1. **Experience**
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| * 1-year frontline working experience in the voluntary or statutory sector
 | **Essential** |
| * 1 year working as a frontline advice worker
 | **Essential** |
| * Understanding of migrant issues
 | **Essential** |
| * Understanding of race relations legislation
 | **Desirable** |
| * Understanding of the welfare benefits system
 | **Essential** |
| * Understanding of financial and debt support available in Northern Ireland
 | **Essential** |
| * Experience in the development and delivery of training sessions and workshops.
 | **Desirable** |
| 1. **Abilities, aptitudes and skills**
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| * Demonstrated strong planning and organisational skills
 | **Essential** |
| * Demonstrated ability to communicate clearly in both verbal and written English
 | **Essential** |
| * Demonstrated ability to work to deadlines
 | **Essential** |
| * Demonstrated ability to work with groups in an inclusive and participatory matter
 | **Essential** |
| * Demonstrated ability to work, communicate and liaise with a range of individuals, voluntary, community and statutory agencies
 | **Essential** |
| * Computer literate in Microsoft Office packages
 | **Essential** |
| * Previous experience with a computerised case management system (i.e. Advice Pro, CARMA)
 | **Essential** |
| * Demonstrated ability to communicate fluently in both verbal and written English, as well as fluency in speaking one or more of the following languages Bulgarian, Romanian, Polish, Arabic, Portuguese or Tetum due to demand.
 | **Essential** |
| 1. **Personal qualities**
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| * A commitment to anti-racist policy and practice
 | **Essential** |
| * Resourcefulness and enthusiasm
 | **Essential** |
| * Ability and availability to work flexibly when required to do so
 | **Essential** |
| * An understanding of the need for confidentiality and the need to treat sensitive information with discretion
 | **Essential** |
| * Ability to work well in a team
 | **Essential** |
| * Access to personal transport
 | **Essential** |
| * Ability to work under pressure and to strict deadlines
 | **Essential** |