



JOB DESCRIPTION

This is an excepted post under Schedule 9 of the Equality Act 2010, Part 1.

Job Title:	Bilingual Female Access Support Workers (x3)
Hourly Rate:	£9.95 per hour
Hours:	Casual hours
Period of Contract:	As and when required.
Office Base:	Hyde Healthy Living Centre, 20 Great Norbury St, Hyde SK14 1BR
Responsible to:	Training & Employability Coordinator
Responsible for:	Service Users / Clients

Main Purpose of Job: Working as part of the Diversity Matters North West (DMNW) team you will provide quality access support to local women who have little or no English speaking skills. As part of our BAMER women's skills & employability project, the access support workers are required to support clients to access local services and activities ensuring clients feel welcome, at ease, developing new connections that will improve their overall wellbeing. In addition, you will support communication between client and services in situations where people do not speak the same language, helping them to access and link into services effectively and efficiently.

Main Duties & Responsibilities

1. To provide an efficient and quality access support
2. To keep up to date with knowledge of all current activities, services and projects undertaken by DMNW & other organisation in Tameside.
3. To assist clients during activities
4. To support the clients to feel welcome in services / sessions / training supporting to access.
5. To assist and listen to clients' needs and translate spoken and written text as appropriate, verbally.
6. To build positive relationships with local people accessing DMNW services.
7. To sign post and refer people on to other services as appropriate.
8. To effectively liaise with all stakeholders as required by the role.

Monitoring and evaluation

9. To contribute to monitoring and evaluation of projects if required.
10. Ensure that all necessary administrative functions are carried out.

General

11. To participate in supervisions and reviews.
12. To adhere to all procedures and policies as required by DMNW.
13. To manage your own workload, resources and professional development, including attendance at relevant training events.



14. To represent DMNW in a positive manner by dressing and acting appropriately.

DMNW Team

15. To work as a member of the Diversity Matters North West Team, and to contribute to the development of policy and good practice within DMNW.

16. To be a flexible and proactive member of the DMNW team, working with all appropriate workers (paid and unpaid) and organisations across Tameside to support the future development of the organisation.

17. To work to combat all forms of discrimination, and to ensure that the principles of equal opportunities are implemented in all work undertaken on behalf of DMNW.

18. To carry out the above duties, and any other duties commensurate with the responsibilities of the post which may reasonably be required, in a manner which actively supports and promotes DMNW's aims and policies.

Additional Information

DMNW has at its core the ethos of community involvement and empowerment, based on openness and honesty in working relationships. Every staff member is expected to reflect this ethos in his or her work practices.

The working practices of DMNW will be open, honest, inclusive and seeking to value the contribution that each staff member can make to the work of the organisation. This relationship will also be reflected in their contacts with local people. This will involve staff members working closely with members of the community, sharing skills and information and ensuring that community members are actively involved in the decision-making process and that value is placed on community member's contributions.



PERSON SPECIFICATION

Job Title: Female Access Support Workers (x3)

This is an excepted post under Schedule 9 of the Equality Act 2010, Part 1.

Essential criteria:	How measured
Education / Qualification / Experience	
1. Community Interpreting Level 2 or equivalent experience.	App Form
2. Safeguarding Vulnerable Adults Training.	App Form
3. Health and Safety Training.	App Form
4. Experience of working with ethnic minority communities.	App Form Interview
5. Experience of working on own initiative and as a member of the team.	App Form Interview
Knowledge	
6. Local knowledge of community groups and services	App Form Interview
7. An understanding of the issues and challenges faced by ethnic minority communities.	App Form Interview
Skills & Abilities	
8. Ability to form good professional working relationships with people from different ethnic backgrounds.	App Form Interview
9. Oral communication skills <ul style="list-style-type: none"> To be able to understand and be understood by different groups and individuals in various situations and at all levels. Ability to speak clearly in English. Be able to speak in Bangla / Sylheti or Urdu. Active Listening skills. Ability to show empathy. 	App Form Interview
10. Literacy Skills: <ul style="list-style-type: none"> Ability to read and write in English. 	App Form Interview
11. Ability to find information to help people or guide them to others who can offer support.	App Form Interview
12. Ability to use MS office applications (incl. word, excel and outlook).	App Form Interview
13. Ability to record clear and accurate information in writing.	App Form
14. Excellent time management and organisational skills.	App form
Work related circumstances	
15. Equal Opportunities & Managing Diversity: To be able to demonstrate a commitment in all aspects of your work.	App Form
16. Ability and willingness to work flexibly as required.	App Form
17. Ability and willingness to work in a variety of locations.	App Form
18. Ability and willingness to respect Diversity Matters North West's ethos and values.	App Form
19. Ability and willingness to learn new skills and undertake training as required by the post.	App Form



<i>Desirable criteria:</i>	<i>How measured</i>
20. Emergency First Aid Qualification.	App Form
21. Health and Safety Qualification Level 2.	App Form
22. Safeguarding Vulnerable Adults Training Level 2.	App Form

If you are invited to an interview, please bring evidence of your 'Essential Qualifications' with you.

This post is Funded by The National Lottery Community Fund.