



JOB TITLE: Employment Support Worker (Portuguese speaker)

Role Information

Hours	Part-time, 22.5 hours per week
Contract	Fixed-term until August 2021
Reporting to	Education, Training & Employment Programme Manager
Pay band	£25,052 (pro-rata)
Annual leave	30 days per year (pro-rata)
Deadline to apply	20 January 2021

About IRMO

IRMO is a community-led organisation that provides Latin Americans (and Spanish and Portuguese speakers more widely) with tools and information in an empowering process to build secure, independent and integrated lives in the UK using a rights-based approach. We do this through a flexible and comprehensive approach addressing a wide range of needs at a number of levels. Our work with the community spans three main areas • Education, training and employment • Advice • Children, Young people and families. Building on over three decades' experience, we aim to build a stronger and more resilient community. More information can be found at www.irmo.org.uk

About the Role

This is an exciting opportunity to improve the lives of the Latin American community in the borough. The postholder will be responsible for the delivery of high-quality advice and coaching services to support participants to secure and/or progress in employment and for developing relationships with local partners to enable participants to access employment, training and volunteering opportunities.

Key Duties & Responsibilities

Project Delivery

- Conduct in-depth initial assessments and create Individual Action Plans with participants to summarise personal needs and goals



- Deliver tailored one-to-one and group advice and employability coaching to participants, including assisting participants with job hunting and job applications, and following up on job application forms
- Deliver basic courses in Portuguese to prepare participants to sit the Health, Safety and Environment Test to gain the CSCS card to work in the construction sector.
- Deliver employability training workshops for users covering a range of topics such as CV writing and interview tips
- Ensure good communication and regular follow-up with project participants to maintain engagement and encourage completion of the programme
- Work with the wider Education and Employment team to develop and implement pathways to progression for individuals including identifying further training, work placements or employment opportunities
- Work closely with job centers to take referrals and support job seekers to access employment and or training opportunities
- Develop and maintain in-depth knowledge of the local labour market, training, programme provision of relevant agencies and opportunities relating to employment access
- Develop excellent relationships with local partners to enable access to employment and volunteering opportunities for participants

Monitoring & Evaluation (M&E)

- Ensure an appropriate monitoring and evaluation (M&E) system is in place and is functioning satisfactorily. Periodically review and revise the system so that it is adapted appropriately to changing operating contexts
- Ensure regular collection of relevant data and production of statistics and case studies for internal and external reports
- Work to targets and provide up-to-date reports to the Programme Manager or Director
- Create surveys and feedback forms to monitor users' expectations and level of satisfaction and learning at the end of activities, course period

Safeguarding

- Have an excellent understanding of IRMO Safeguarding Policies

HR

- Attend regular training and development opportunities according to the Training Development Plan
- Attend regular supervision, stand-up, area and team meetings at IRMO as required

Communication

- Communicate with different stakeholders to promote IRMO and project activities
- Create and share relevant information through IRMO's communication and social media channels

Other

- Participate in meetings and collaborative learning and evaluation sessions with partner organisations
- Undertake any other work, consistent with the purpose of the post, as directed by the Programme Manager

Person Specifications

E=Essential
D=Desirable

Skills, qualifications and abilities

- Excellent written and spoken communication skills in English and Portuguese (E)
- Communication skills in Spanish (D)
- Level 3 NVQ Certificate in Advice and Guidance (D)
- Competence in Google Workspace (formerly G Suite), online video conferencing tools (Zoom, Skype, Google Hangout Meets), Word, Excel, PowerPoint (E)
- Excellent organisational skills and attention to details (E)
- Ability to cope with pressure and manage own time and workload so that deadlines are met (E)
- Ability to apply innovation and creativity to solve problems and improve systems in use (E)
- Ability to work collaboratively with colleagues who have diverse skills and talents, sharing ideas, improving each other's work and working together to deliver agreed programme objectives (E)
- Ability to handle confidential or sensitive information (E)
- Ability to maintain appropriate boundaries with users (E)
- Commitment to working to the organisation's policies and procedures (E)

Experience

- At least one year experience in a similar role (E)
- Experience in using M&E tools, collecting baseline and progress data and contributing to impact reports (E)

Knowledge

- Understanding of issues facing by Latin American migrants in the UK (E)
- Knowledge of the UK not-for-profit (E)
- Knowledge of the employment, training and education provision in Lambeth (D)

Personal Qualities

- Professional and positive attitude (E)
- Self-motivated and resourceful (E)
- Aligned and committed to IRMO's mission, vision and values (E)
- Committed to applying a non-judgemental, non-discriminatory and non-hostile approach when dealing with migrant communities (E)
- Non-judgemental, patient, welcoming and friendly approach, respecting people's circumstances and feelings(E)

HOW TO APPLY

Please send your [application form](#) by email to: recruitment@irmo.org.uk with the title of the position for which you are applying in the subject line. **Please do not send CVs as we do not shortlist from CVs.**

Note the following key dates:

- **The deadline for applications** is midnight on **20th of January**. Late applicants won't be included in the selection.
- **Interviews** will likely be held remotely on the week starting on the **25th of January**.

If you wish to discuss your application, please contact **Valentina Alfano, Programme Manager – Education Training and Employment, at valentina.alfano@irmo.org.uk**

We wish you the best of luck with your application.