

COMMUNITY SUPPORT ASSISTANT



Role Information

- **Days and hours:** One full day per week – Monday to Friday from 10am to 5pm, including one-hour break (days TBC based on availability).
- **Term:** Minimum commitment of 3 months.
- **Supervised by:** Community Support and Receptionist.
- This is a **London based opportunity** that requires the flexibility to come to the office when necessary and to work remotely as well.
- Volunteers are entitled to travel expenses to and from the place of work (and lunch for each full day) if they volunteer from our centre. Please note expenses will be reimbursed against receipts only.

About the role

Our team of key contacts is the backbone of our organisation. Working directly with our receptionist and as a community interpreter, you will be a vital point of contact for our community of Latin American users working across two main areas.

By supporting our Welcome Area and working with the receptionist, you'll play a key role in our daily operations, ensuring that our users' needs are met by providing information on and promoting our different services, projects and activities, as well as signposting and sharing information from partner organisations as well. As a community interpreter, you will help users overcome the language barrier to access the essential services they need in order to build a more integrated life in the UK.

This is an exciting opportunity for anyone who wants to understand the challenges faced by the Latin American community in London; use their language and interpersonal skills in a positive and impactful way; and develop valuable administrative and customer service skills in a multicultural, fast-paced organisation.

Main tasks and responsibilities

- Introducing users to our services, projects and activities - assisting with all of our channels of communication; from contacting users via telephone to preparing social media content, etc;
- Supporting users with general enquiries, referring them to relevant services within our organisation and referring to external services;
- Registering users on our database, recording data;
- Sharing useful, up-to-date information with users as instructed by other team members;
- Responsible for delivering Community Interpreting appointments (No Legal Advice required).

Person specification

- Good verbal and written communication skills in English and Spanish and/ or Portuguese are essential;
- Ability to work effectively as a member of a team and with a diverse population of users, staff and partners;
- A caring, sensitive and non-judgemental approach;
- The ability to cope with stressful and emotionally challenging issues;
- Professionalism to handle sensitive and confidential information;
- Excellent organisational skills and attention to detail;
- Ability to set their own work priorities, take initiatives and work with minimal supervision.

Additional Requirements

- Two references from current/previous employers;
- Basic DBS Check (completed through IRMO);
- Safeguarding Level 1 certificate (completed through IRMO);
- One month trial period.

Benefits from Volunteering at IRMO

- Gives the opportunity of helping others and to give back;
- Creates an ideal space to learn new skills in a multicultural, cooperative and inspiring environment;
- Get involved with the Latin American Community and increase knowledge of the situation of Latin American migrants in the UK;
- Helps to gain experience and strengthen previous skills to face UK's competitive job market;
- Enhance CV and get references (after 3-month period) for further impact on the employment status;
- Participate in training sessions with high quality learning outcomes (in-house and external) in areas related to the role;
- Receive regular supervision and support.

Click [here](#) to find out more about us



THANK YOU FOR YOUR SUPPORT