



EMPLOYMENT SUPPORT WORKER (Spanish and/or Portuguese speaker)

Working hours	Part-time (22.5 hours per week) or full-time (37.5 hours per week) if both language requirements are fulfilled
Contract	Permanent
Reporting to	Programme Manager - Education, Training & Employment
Pay band	£25,258 to £27,341 per year (pro rata)*
Annual leave	33 days per year (pro rata)
Deadline to apply	27th January 2022. We encourage candidates to apply as soon as possible. This is temporarily a remote position due to COVID-19, however, we require candidates to be available to work from our office in South London.

*annual increments from starting salary of £25,258

About IRMO

IRMO works to enable the development, agency, and participation of Latin Americans and other Spanish and Portuguese speakers, by responding to both immediate needs and structural inequalities. We do this by offering high-quality information and advice services, opportunities for development and training, and a platform to seek social and systemic change. Our work is organised across three main operational areas - *Advice and Casework; Education, Training and Employment; Children and Young People* - and a cross-cutting area - *Advocacy, Research, Policy Mapping and Campaigning*. More information at www.irmo.org.uk.

About the Role

As part of our Education, Training & Employment team, the Employment Support Worker will be responsible for undertaking a caseload of service users, providing free and confidential one-to-one information advice, mentoring and casework in employment support matters enabling access to education, training and employment opportunities to project beneficiaries. The post holder will also deliver group sessions on CV writing, job-search tools, preparation for interviews, COVID safety at work and similar.



Key Duties & Responsibilities

1. To inform, advise and mentor employability support service users by:

- providing practical and ongoing support with a comprehensive and holistic approach on a one-to one basis, face to face, by telephone, video call and/or via email
- completing in-depth initial assessment, identifying employability support needs and addressing issues
- developing individual action plans with clear steps to achieve particular goals, identifying skills gaps and how to deal with them
- providing impartial job, training and/or study-related advice in order to help service users make decisions about their future and reach their full potential
- ensuring good communication and regular follow-up with service users to maintain engagement and encourage completion of action plans
- delivering tailored one-to-one mentoring sessions, including assisting with job searching and job applications, following up on job application forms
- making internal and/or external referrals and signposting service users in response to their needs and whenever relevant in accordance to adequate referral pathways, policies and procedures
- working closely with job centres and liaising with other agencies and stakeholders (i.e. Latin American embassies/consulates) to promote employment support services at IRMO and take referrals of jobseekers to access employment, work placements and/or training and development opportunities as required

2. To assist service users to develop their own career management skills, overcoming barriers to employment:

- delivering group sessions on CV writing, job-search tools, preparation for interviews, Covid safety at work and similar
- researching careers, options and support organisations to meet service users' needs
- advising service users on how to source relevant training courses or qualifications and what funding might be available for them
- helping service users to understand the current job market and actively liaising with potential employers regarding job vacancies our service users could apply to
- planning, organising, promoting and/or collaborating in job fairs as required

3. To work against individual and team targets set in accordance to contract requirements evidencing:

- the accurate, timely and complete records of service users and activities according to funders' requirements and in compliance with IRMO's Data Protection Policy as well as any other relevant policies and procedures
- the adequate maintenance of monitoring and evaluation tools used to track the progress of the different projects in due time as requested by your line manager
- the implementation of delivery plans to meet targets as planned
- the completion of reports and case studies as requested by your line manager ensuring reporting deadlines provided are met

4. Other responsibilities:

- to undertake regular caseload and case management review meetings with your line manager
- to take on training and development opportunities in accordance with your individual training and development plan
- to support other activities part of IRMO's Education, Training and Employment Programme as requested by your line manager
- to undertake any other work, consistent with the purpose of the post, as required
- to deliver all aspects of this job description in adherence and compliance with IRMO's Policies and Procedures
- to actively promote IRMO's activities and services, acting as an ambassador of the organisation
- to participate in internal and external meetings, and collaborative learning and evaluation sessions with partner organisations as required

Person Specifications

E = ESSENTIAL

D = DESIRABLE

Qualifications & Experience

- Level 3 NVQ Certificate in Advice and Guidance or similar professional qualification up to degree level (E)
- At least one year experience in a similar role (E)
- Experience in using monitoring and evaluation tools, processing data and contributing to impact reports (D)

Skills & Abilities

- Excellent communication and listening skills in English **and** Spanish and/or Portuguese (E)
- Competence in Google Workspace, online video conferencing tools (Zoom, Skype, Google Meets), Word, Excel and PowerPoint (E)
- Excellent organisational skills (E)
- Analytical and problem-solving skills (E)
- Ability to motivate and build a rapport with a range of people (E)
- Ability to manage own caseload effectively (E)
- Ability to work individually or as part of a team (E)
- Research skills for finding out information about a range of careers and training opportunities (D)

Knowledge & Understanding

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

Personal Attributes

- Professional and positive attitude (E)
- Self-motivation and resourcefulness (E)
- Commitment to applying a non-judgemental, non-discriminatory and non-hostile approach when dealing with migrant communities (E)
- Welcoming and empathetic approach to work that takes into account people's circumstances and feelings (E)
- Commitment to IRMO's mission, vision and values (E)

Other requirements or conditions of the role

- You might be requested to deliver occasional group sessions outside your normal working days/hours and/or on Saturdays
- This job description outlines the current main responsibilities of the post, however, its key duties and responsibilities may change and develop over time and the job description may be amended in consultation with the post holder

HOW TO APPLY

Please complete the application form, available [here](#), and send it 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 to submit your application is the **27th of January 2022**. Late applicants won't be considered.
- Interviews will likely be held remotely during the week of the 31st of January 2022.

If you wish to discuss your application, please contact **Jhoanna Mosquera, Programme Manager - Education Training and Employment**, at jhoanna.mosquera@irmo.org.uk.

We wish you the best of luck with your application.

