

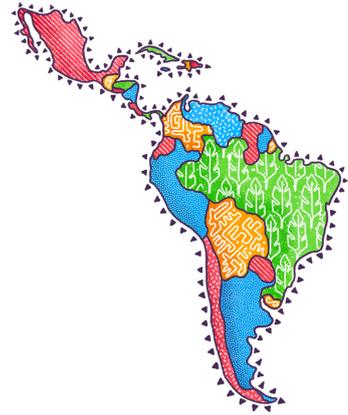
Job Pack:

Community Support Worker - Portuguese Speaker



About IRMO

For over 40 years, IRMO has been led by and for the Latin American community, building deep ties and trust across the UK as we fight for a future where everyone can access their rights, live free from poverty and discrimination, and pursue their aspirations without barriers.



Everything we do, from front-line services to advocacy, aims to enable the development, agency and participation of all Latin Americans and Spanish and Portuguese-speaking migrants, including asylum seekers and refugees, as they settle and build their lives in the UK.

To address the daily discrimination and intersectional challenges that our communities face, we provide wrap-around support tailored to the unique needs of individuals and families, including high-quality advice and casework and development opportunities for all ages.

All of our services are culturally sensitive, delivered in Spanish and Portuguese, and are directly informed by the lived experiences of those we serve. We also advocate for long-term social and systemic change through advocacy, independent research and effective partnerships. Learn more at www.irmo.org.uk

What we do

Advice

Our experienced advisers provide confidential advice and casework on immigration, welfare benefits and housing to prevent crises and support our community to access rights and entitlements. We also provide support to access healthcare services.

Education, Training & Employment

Our programme includes English classes, vocational courses and workshops on key employability skills to support progress in the labour market and broader participation in the community.

Children & Young People

Our youth programme includes English classes, mentoring, workshops and trips to support kids of all ages. We also offer advice and advocacy on access to education and key family services.

Advocacy, Research & Campaigns

We address structural inequalities through campaigning, community organising, inter-sectoral collaboration and advocacy work at local and national levels. We also promote more effective responses through research on key issues.



Unit 9, Warwick House, Overton Road • SW9 7JP • London

Community Support Worker - Portuguese Speaker	
Working Hours	22.5 hours across three days per week
Contract	Permanent
Reporting to	Community Support Lead
Pay Band	£30,874 to £32,683 pro rata
Annual Leave	33 days (including bank holidays) pro rata
Location	IRMO - Unit 9, Warwick House, Overton Road, London, SW9 7JP
Deadline	23:59 on 22nd of March 2026
Pre-Employment checks	Enhanced DBS check, two satisfactory references and evidence of right to work in the UK

About the role

The Community Support Worker will play a key role in our community support team and service provision. Leading a team of volunteers, they will manage community enquiries through our helpline, digital channels, and in person at our Welcome Area, ensuring that IRMO remains a warm and accessible space for all.

They will work closely with other teams to provide service users with accurate, up-to-date information, support the delivery of our advice services and make referrals to partner organisations and services. They will also play a key role in the delivery of the Community Support and Access to Health initiatives by planning, organising and delivering one-to-one support, outreach activities and workshops. This post is designated for a Portuguese speaker, in order to strengthen engagement and inclusion of Brazilians and other Portuguese-speaking migrant communities.

Key responsibilities

Community Support

- Serve as a key point of contact for Portuguese and Spanish-speaking community members, guaranteeing a welcoming environment, managing enquiries and referring to relevant IRMO services or external providers as needed.

- Maintain up-to-date knowledge of internal and external resources and services available to the community, and share this information with community members.
- Follow safeguarding practices across the services provided by the Community Support team.
- Actively contribute to the planning, organising and delivery of the Advice area's activities, events and workshops, including outreach sessions.
- Lead the recruitment, induction and supervision of Community Support volunteers.
- Represent IRMO in meetings and events related to community engagement, promoting our services among key stakeholders.
- Maintain accurate and timely records of service users and project activities using IRMO's monitoring tools and database (Views).
- Record user feedback and complaints.
- Respond promptly and professionally to phone calls, emails, WhatsApp messages, and other enquiries.
- Assist with additional administrative tasks as required.

Access to Health

- Organise and manage drop-in sessions, including initial screenings.
- Deliver specialist information and advice as part of Access to Health initiatives, increasing awareness and accessibility for the community on topics such as cancer screenings, Chagas disease, sexual and reproductive health and vaccination uptake.
- Assist and advocate for community members facing barriers in accessing healthcare.
- Plan, organise and deliver rapid community testing screening sessions and health promotion events, both at IRMO and in external community settings.
- Organise and participate in regular outreach activities to promote Access to Health services and engage community members.

Key Duties & Responsibilities may evolve to meet the changing needs of the organisation and community, requiring flexibility and openness to additional duties as directed by the line manager.

Person specification

E = Essential - D = Desirable

Qualifications, Experience & Knowledge

- At least one year of experience in a similar role (E)
- Experience working or volunteering in the not-for-profit sector (D)
- Experience in managing and motivating volunteers (D)
- Understanding of issues facing the Latin American community in the UK (E)

- Understanding of safeguarding and child protection practices (E)

Skills & Abilities

- Excellent verbal and written communication skills in English and Portuguese (E)
- Good verbal and written communication skills in Spanish (E)
- Ability to communicate in an effective and accessible way with a diverse range of individuals and organisations (E)
- Ability to work with service users in a way that promotes their rights and dignity, while being aware of relevant boundaries (E)
- Ability to interact with service users from all backgrounds in a friendly, approachable and supportive way (E)
- Excellent organisational skills and attention to detail (E)
- Ability to manage own time and workload effectively (E)
- Ability to work independently and as part of a team (E)
- Good IT skills, including experience using Google Workspace applications and databases (E)

Personal Attributes

- Professional, positive and flexible attitude (E)
- Self-motivated and resourceful (E)
- Commitment to the principles of equality, diversity and inclusion (E)
- Commitment to IRMO's vision, mission and values (E)

Other requirements

- Willingness to work occasional evenings and weekends as required (E)

We aim at all times to recruit the person most suited to the job and welcome applications from people of all backgrounds. We particularly encourage applications from people who identify as members of minoritised groups, and from Latin Americans and people with lived experience of the immigration and asylum system, to reflect the community we serve.

Benefits of working at IRMO

- 33 days annual leave (including bank holidays), rising by one day each year after one year of service, capped at four additional days (pro rata)
- Three extra days of paid leave between Christmas and New Year (pro rata)
- 6% employer contribution to staff pension scheme
- Occupational sick pay
- 24/7 Employee Assistance Programme
- Cycle to Work Scheme
- Wide range of opportunities for skills development

How to apply

To apply, please complete the application form, available [here](#), and send it by email to people@irmo.org.uk, including 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.

The deadline to submit your application is 23:59 on the 22th of March 2026. Late applications won't be considered.

If you wish to discuss your application, please contact Shirley Ortiz at shirley.ortiz@irmo.org.uk.

We wish you the best of luck with your application 🍀