

**JOB DESCRIPTION**

JOB TITLE	Cultural Mediation Project Worker (Albanian or Romanian speaking preferred)  <b>*This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.</b>
TEAM	Community Team
SALARY	£25, 200* per annum (pro rata)  <i>Negotiable, depending on experience.</i>
REPORTING TO	Women's Centre Coordinator
RESPONSIBLE FOR	N/A
DURATION	1 year fixed term, with possibility of extension subject to funding
LOCATION	Hibiscus Initiatives offices and Hibiscus Women's Centre in Islington, London, with occasional travel across London as necessary. There is a requirement to travel and work very occasionally on weekends, by arrangement.
HOURS	17.5 hours per week
PURPOSE OF ROLE	<p>The purpose of this role is to manage a case load of women affected by the criminal justice and/or immigration systems, including survivors of trafficking and to work holistically with the women to provide culturally-informed practical and emotional support, advocacy, advice, guidance and create opportunities for their self-development and wellbeing.</p> <p>The Cultural Mediation Project Worker contributes to the running of the Women's Centre and activities and works with the Cultural Mediation Project Officer to contribute to research, training and development of cultural mediation services to this client group on a national scale.</p>

**KEY RESPONSIBILITIES**

**Role Specific**

- Manage a caseload of 12-15 women, working collaboratively with each client to develop an individual support plan with achievable and realistic goals, and support her to work towards them

- Ensure each woman has a clear understanding of her statutory entitlements and obligations by providing up to date information on housing, health and welfare benefits
  - Ensure women know how their immigration status may affect their rights to reside and work in the UK
  - Assist women who are eligible in their search for work and encourage their participation in education, training and employment (ETE) activities that can improve their job prospects
  - Proactively invite and encourage women to take part in one-to-one and group activities to reduce isolation and support them to achieve their goals
  - Operate an outreach service to reduce the women's anxiety by accompanying them to scheduled appointments when necessary
- Act as a cultural mediator to bridge the gap between the women you support and the UK systems/professionals they interact with, including providing language support and developing mutual understanding
  - Develop and maintain working relationships with organisations working with the Albanian/Romanian (or other nationality) communities
  - Actively engage and communicate with team and other staff members in Hibiscus to maximise and improve the delivery of holistic services to Albanian/Romanian (or other nationality) women
  - Act as a source of specialist advice and support to other Hibiscus staff and volunteers working with women from this community regarding their culture and needs
  - Contribute to the day-to-day running of the Women's Centre, including registering attendance, handling travel expenses, and helping to maintain a clean, safe and welcoming environment
  - Work with the Women's Centre Co-ordinator and other community team members to develop and deliver a programme of activities to support women's practical needs, wellbeing, and empowerment and agency
  - Promote a climate of openness so that the women are able to voice anxieties, needs and concerns
  - Promote women's voice and involvement in the development of Hibiscus services and influencing work

#### **Monitoring and evaluation**

- Maintain accurate records of all activities, attendance, documentation and detailed case notes in accordance with agreed administrative systems
- Adhere to financial procedures and account for spending, including managing client expenses
- Support Cultural Mediation Project Officer to prepare relevant data, reports and case studies to demonstrate the impact of this work, including reports to funders
- Gather feedback from women about Hibiscus' service and activities to support our impact measurement and continual improvement
- Maintain and improve a directory of relevant referral agencies and contact telephone numbers

#### **Internal and external communication**

- Communicate effectively with other team members, volunteers, the women accessing our services, delivery partners, external organisations and the general public
- Develop and maintain working relationships with relevant statutory and voluntary organisations in the field to broaden access routes into our specialist services
- Develop mutually beneficial relationships with a range of organisations who can provide practical help to our women
- Participate in events as requested with the aim of encouraging dialogue, promoting understanding and relevance of Hibiscus' work
- Liaise with and provide information and learning opportunities to staff from other organisations about Hibiscus' target groups

- Liaise with Hibiscus' communication colleagues to raise awareness of programmes and of special activities on social media
- Attend and participate in regular team and staff meetings and actively disseminate relevant information to colleagues.

#### **Personal/professional development and training**

- Take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
- Prepare for and attend regular line management meetings
- Participate in annual reviews in accordance with Hibiscus policy
- Attend and prepare for any other supervision.

#### **FURTHER INFORMATION**

- The post holder must at all times carry out duties and responsibilities with due regard to Hibiscus equal opportunities policies and procedures.
- The post holder must ensure that personal information for clients, members of staff and all other individuals is accurate and kept secure and confidential at all times, in compliance with the Data Protection Act 2018.
- The post holder is required to fully familiarise themselves with and comply with Hibiscus policies and procedures.
- The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident, incident potentially hazardous environment.
- The post holder will be subject to checks by the Disclosure and Barring Service.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to their grade, that are not listed above, at the direction of their line manager.

#### **PERSON SPECIFICATION**

We are looking for someone who is motivated and passionate about the rights of migrant women and survivors of trafficking. You will need knowledge and significant understanding of a relevant language and culture (including social and gender norms and cultural practices), preferably Albanian, Romanian and/or Roma communities. You will have experience supporting women with intersectional needs such as insecure immigration status, survivors of gender-based violence and human trafficking, or contact with the criminal justice system.

##### **Essential**

- Fluency in Albanian/Romanian/other relevant language(s) and in-depth understanding of the culture, norms and social practices of these communities
- Experience delivering advice and advocacy, practical support, wellbeing, or other interventions to women with complex needs;
- High levels of confidentiality, able to act with discretion, sensitivity and diplomacy;
- Ability to demonstrate trauma-informed, gender-responsive, practice
- Ability to maintain clear boundaries with clients and manage challenging behaviour with empathy
- Proactive approach to working, able to take own initiative and manage competing priorities
- Commitment to the vision and values of Hibiscus
- Written and verbal communication skills
- Presentation skills
- Active listening skills
- IT skills, including Microsoft packages, Outlook and the internet
- Able to set personal priorities, objectives and deadlines while maintaining a focus on the service
- Can work effectively on own initiative and as part of a team
- Effective at building working relationships with partner agencies, both statutory and voluntary

##### **Desirable**

- Understanding of the complex needs of migrant women who are survivors of trafficking or gender-based violence
- Experience providing information, advice, and advocacy on a range of matters such as immigration, welfare, housing and employment
- Experience of working with statutory and non-statutory organisations in the UK, such as social services, local councils, the Department for Work and Pension, Jobcentre Plus, prisons, probation, and other charities and service providers
- OISC Accreditation level 1 or above
- Lived experience of any of the issues Hibiscus works on.