

INFORMATION ASSISTANT/OUTREACH WORKER

Job description

Location: Together-Razem Centre, Cork
Responsible to: Office Manager
Time commitment: 19 hrs per week

NOTE: Must meet THESE conditions:

Person who has been continuously unemployed for at least 12 months and "signing" on a full-time basis, and in receipt of a jobseekers payment from the Department of Social Protection for at least 12 months, and currently in receipt of Jobseeker's Allowance

Main purpose of the job

- To work with Polish and Eastern European migrants to solve their employment problems

Key duties:

- Dealing with enquiries to our information and advice service, by phone, email, social media and drop-ins
- To provide one-to-one support on a variety of issues affecting Polish and Eastern European migrants in Cork
- Where appropriate, undertake follow-up work on behalf of clients including advocacy, negotiation and mediation work with employers according our Outreach work procedures
- To refer clients to our solicitors when necessary or other services within organisation
- Maintaining records of client contacts using our CASE File system
- To support in the administration and running of fund-raising ventures
- To work collaboratively with other organisations and networks where appropriate, both locally and nationally
- To keep up-to-date and comply with all Together-Razem policies and procedure

Person Specification

Good written and spoken English and Polish !!!

A third level qualification in a relevant area, or demonstrable equivalent experience.

Some experience in a similar role (information provision)

Excellent listening skills and ability to empathise with clients.

Excellent verbal and written communication skills.

Excellent analytical and problem-solving skills.

Excellent organisational and IT skills.

High levels of professionalism, innovation, energy, creativity and flexibility.

START: ASAP