

Job Description – Roma Employability Caseworker

Job Title	Roma Employability Caseworker
Location	Glasgow Our office is based in Govanhill
Salary banding	Full Time salary £24,480 to 28,397 Full Time (Band B2-1 to B2-5 New start anticipated towards bottom of band, but negotiable based on experience)
Additional benefits	<ul style="list-style-type: none"> • Employer pension scheme • Employee Assistance Programme (e.g. includes independent counselling, advice, legal support etc) • Additional welfare days scheme • Staff Representatives Forum for employee voice
Contracted hours and FTE hours	35 hours Full-time and part-time hours negotiable
Report to	Neighbourhood Manager

Roma Employability Caseworker

Do you want to help make a difference to Roma community members lives? Do you want to challenge discrimination & poverty? Are you passionate about making change happen? Then we really want you to apply for this role!

Applicants should apply by sending a C.V which should be no more than 2 pages and a cover letter/email to recruitment@communityrenewal.org.uk

Please Note Applicants must be able to speak a language relevant to Roma Community members e.g. Slovak/Romanian.

Introducing Community Renewal Trust and Community Renewal Rom Romeha

Community Renewal Trust is a values-led, dynamic and innovative organisation at the cutting-edge of work towards ending persistent poverty in Scotland. With 45 staff in three neighbourhoods and running two social enterprises there is always lots of impact and interesting learning.

Community Renewal Trust works among a number of deprived communities to develop, deliver and share better approaches to proactively find the right people in the right places



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where transformative and empowering work can make the most difference. These approaches always place people and communities in the lead: listening to them, identifying their strengths, supporting them on their terms, and building their capacity to flourish.

Community Renewal Rom Romeha is the name for all the work of Community Renewal Trust with the Roma community. Our office for this work is based in Govanhill but we have some support of Roma outside that area too. Rom Romeha means *By Roma For Roma* and the majority of the team are Roma themselves.

Community Renewal Rom Romeha alleviates poverty by engaging and forming trusting relationships with individuals, whole families and the wider communities then supporting them by combining advice and case management (e.g. around income, work, health, wellness) with community development (e.g. forming new community activities/groups). Our team at Community Renewal Rom Romeha take time to listen to the community and work with them to deliver services that mirror their needs and wants, this includes benefit/welfare advice, European Union Settled Status advice (level 1 only), youth activities and groups, wellbeing groups for women and men, and we have a community forum that plans and facilitates community events such as International Roma Day with support from the Community Renewal Rom Romeha team.

A set of core values guides all the work of Community Renewal:

- The most important element of any support relationship is listening to what the person wants deep down and working alongside them to achieve it
- We stick with people for as long as it takes
- Many people find it hard to articulate what they want at first and so need to be able to experience an environment of trust and safety in order to uncover buried aspirations – this cannot be rushed
- People don't resist change – they resist being changed.
- People in deprived communities already know what is required to improve their lives – what they need is help with how to make it happen.
- Compassionate listening is a basic human need and is central to the way that we engage with people.
- Every individual and community has assets
- Sustainable transformation in communities is possible but needs a long-term commitment.

Role summary

This role is an exciting opportunity to work with our multilingual and multi-skilled team of caseworkers/advisers, youth workers and community development specialists who work with the Roma community from our vibrant office within the Govanhill neighbourhood.

The key skills and tasks required in this role are to work with members of the Roma community to assist them into employment, volunteering, training and/or education; this includes helping those in low paid, insecure work into better paid secure employment.

Within this role it is important that you can build strong trusting relationships with the client group, therefore it is a key requirement that you can communicate in a language which is relevant to the Roma community living within our neighbourhood, for example Slovak, Romanian, Romanes.

There will be key performance indicators relevant to this post, this will include number(s) of registered clients, numbers of clients moved into employment/training/further education/volunteering & better paid employment.

Part of the role will include facilitating group sessions, outreach work and 1:1 work with clients.

Objectives

These objectives will be reviewed at a six-month probation meeting and then in annual appraisals. At such appraisals, additional or alternate objectives may be mutually agreed.

Engaging new clients(approx. 15%)

Objectives:

- Specific work to identify eligible members of the Roma community who need employment support and to register them with the project.
- Be willing to work in an outreach capacity (Meet clients not only in the office base but at other venues e.g. Job Centre)

Employment Support (approx.. 60%)

Objectives:

- Support members of the Roma community who are unemployed to progress towards work, including by supporting them holistically, considering their needs, supporting them to engage learning/volunteering, and support employability skills (e.g. writing C/V, job search, interview techniques) or secure relevant vocational training.
- Support members of the Roma community including those in work or unemployed to overcome discrimination or other barriers to them progressing to better work and careers of their choice.
- Support registered clients to enter and sustain work.

Partnership Working & Relationship Development (approx. 10%)

Objectives:

- Work with our partner organisation in reporting, data collection and
- Liaise with other funded organisations to maximise the opportunities for the clients.
- To work with and build positive working relationships with employment agencies and to help fill relevant vacancies with participants
- Gather information reporting to funders/partners in a timely & accurate manner

Administration and Data Collations (approx. 15%)

- Keep accurate records that are up to date and concise
- Use the Hanlon System to update records and keep up to date at all times
- Have a 'ready to use' library of case studies for sharing with funders and to use in reporting

Other requirements

Objectives:

- Carry out other duties as reasonably requested.

Personal and Professional Development

Demonstrating a track record of continuous learning and personal/professional development is a requirement of this role and evidencing that this is being actively progressed must be presented at every appraisal. The post holder has responsibility to actively participate in sessions organised by the organisation including training in compliance/regulatory processes and meetings in which learning and improvement are discussed for the purposes of quality management. The post holder is responsible for collecting feedback from people they support both to demonstrate their own strengths and to understand how to improve what they do. This evidence of both types of feedback about their work is required for every appraisal.

Additional temporary Responsibilities

Please note that changes to this subsection would not constitute a change in job description

Role	Does this apply to this job?	Details
H&S Office Lead	No	
Business Continuity Lead	No	
Office First Aider	No	
Office Fire Marshal	No	
Line Manager	No	
IT Administrator access	No	
Senior Management Team	No	
Office key holder	No	
Social media channel rights	No	
Loneworking permitted	No	

Role requirements/person specification

Essential Experience	<ul style="list-style-type: none"> • Employability experience and/or working with people in community projects • Experience of undertaking outreach and developing relationships with individuals and groups • Experience of creating new and updating existing CV's, and supporting people with job search including: Applications written and online •
Desirable experience	<ul style="list-style-type: none"> • Experience or knowledge in specific client need areas such as digital skills training/ income maximisation / self-employment / employer engagement • Significant employability experience • Ability to run training with small groups on topics such as CV development, customer service, interview skills • (Highly desirable) Understanding of Roma needs, discrimination and culture • Knowledge of the benefits system •
Essential Qualifications	<ul style="list-style-type: none"> • None
Desirable Qualifications	<ul style="list-style-type: none"> • Educated to Degree level or equivalent. Careers Guidance or Counselling qualification, OR Extensive experience of guidance/advisory work in a community setting
Knowledge and skills	<ul style="list-style-type: none"> • Communicate in a language relevant to Roma community e.g. Slovak, Romanian, Romanes • Knowledge of the Roma community and barriers that they face in employability and benefits. • Communication skills with the ability to engage and work with clients, staff, key stakeholders, employers • Resilient and capable of managing potentially stressful situations whilst presenting a calm, capable and reassuring presence to clients • Knowledge of the needs of the target group • Good negotiating skills • Knowledge of the community support organisations in the local area • Knowledge of benefits systems
Experience	<ul style="list-style-type: none"> • Experience of working with a wide range of agencies, including developing links and working relationships with a wide range of local services, employment and community related agencies, such as careers, health, JCP and Money Advice Services • Employability support – job coaching, cv development, interview skills • Experience of IT systems

Attitude and approach to work	<ul style="list-style-type: none"> • Highly flexible in your approach to working hours and location • Able to demonstrate a strong commitment to the objectives, values and vision of Community Renewal • Self-confidence, and able to display an optimistic outlook whilst remaining results orientated, flexible, adaptable, with a 'can do' attitude • Self-motivated, punctual, reliable, responsible and able to work under pressure and to tight deadlines • Ability to manage time effectively; work to deadlines, and the ability and willingness to work outside normal hours when necessary • Demonstrable commitment to the principles of social justice, equality of opportunity and challenging discrimination • Committed to personal development <p>Equality and Diversity</p> <ul style="list-style-type: none"> • A demonstrable commitment to equal opportunities and diversity, including a commitment to co-production.
Commitment to the Organisation	<p>Commitment to organisational goals</p> <ul style="list-style-type: none"> • An authentic and demonstrable commitment to the Vision, Mission and Values of Community Renewal. • Willingness and ability to take ownership of issues and find workable solutions <p>Embracing change</p> <ul style="list-style-type: none"> • Open to and supportive of change and new ways of working.