

North West Migrants Forum

Job Description:
Community Liaison Officer

Responsible to: Chief Executive

Salary Grade: (NJC Payscale (New SCP)
Scale 6 Point 22

Contractual hours
Part-time (22 hours a week)



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LOCATION: North West Migrants Forum
3rd Floor, Embassy Building, 3 Strand Road, Derry, BT48 7BH

PURPOSE OF POST:

The Community Liaison Officer (CLO) is responsible for implementing a strategic plan to advance the organisation’s mission, advising the Chief Executive and Board of Directors on community issues, serving as a liaison on project activities, events, organisations, committees, stakeholders and facilitating proactive relationships between NWMF, BME members (newly arrived and existing communities) and broader communities within the Derry City and Strabane District.

The CLO role also includes developing project evaluation criteria and conducts periodic surveys to assess programme efficacy. Based on analysis of formal and informal surveys, the CLO will develop and implement a range of programmes that meets the needs of NWMF members and service users.

MAIN DUTIES AND RESPONSIBILITIES

The main duties are defined in five key areas of responsibility:

- community education liaison,
- information and resource management,
- guidance and referral,
- community liaison and,
- events planning.

The CLO will also work in partnership with other staff to develop and administer a programme plan across areas that are service users/members driven and, responsive to clients’ specific needs.

COMMUNITY EDUCATION AND LIAISON:

- ❖ Establish and maintain liaison with community groups, statutory agencies, and schools across the North West
- ❖ Work with the Community Integration & Welfare Officer (CI&WO) to facilitate programmes that support young people and their families.

INFORMATION AND RESOURCE MANAGEMENT:

- ❖ Gather, maintain and disseminate information to service users, members of the BME and the wider community.
- ❖ Work with the Chief Executive Officer and CI&WO to pursue and develop resources within the mission of the organisation to best meet the needs of service users
- ❖ Develop and consolidate written resource materials under welcome/orientation/re-entry, as well as other areas of the CLO’s responsibility.
- ❖ Develop and maintain client database

GUIDANCE AND REFERRAL:

- ❖ Work with the CI&WO to provide confidential support to service users and BME groups within the community (community services, divorce, spouse/child abuse, adoption, death, mental health concerns, reporting racial incidents etc).
- ❖ Utilise available resources to address concerns and meet needs.
- ❖ Recommend referrals as appropriate.

WELCOMING AND ORIENTATION:

- ❖ Work with the CI&WO to provide pre and post arrival information and resources to ensure successful integration of newly arrived
- ❖ Work with the CI&WO to organize and deliver information/ orientation workshops to newly arrived
- ❖ Organise and deliver post welcome activities for existing BME members and newly arrived
Work with the CI&WO to coordinate official post orientation programmes to newly arrived residents.
- ❖ Work with local schools, multi agencies, and community led organisations to improve and enhance the welfare of service users and their families.
- ❖ Lead on Community Hub provision within the organisation working with external providers to ensure wrap around services for newly arrived across the city
- ❖ Establish and foster good relationships with BME parents, carers, children and the wider community.
- ❖ Work with CI&WO to share information on practical support, identifying need for support including how to meet the emotional needs of people seeking asylum and their children (e.g. setting boundaries).
- ❖ Support families by promoting links between the home, school and other relevant community and statutory resources to help in their integration journey.
- ❖ Communicate with service users regularly in methods that will gain the most engagement.

OTHER DUTIES AND RESPONSIBILITIES

Support the organisation staff in:

- ❖ Ensuring the vision for the organisation is clearly articulated, shared, understood and acted upon effectively by all.
- ❖ Demonstrate the vision and values of NWMF in everyday work and practice.
- ❖ Motivate and work with others to create a shared culture and positive climate.
- ❖ Participate in relevant community engagement meetings.
- ❖ Undertake other such duties as may from time to time be reasonably required by the organisation
- ❖ Carry out any other general office duties consistent with the grade of the post that may be required from time to time.
- ❖ Promote equality for all individuals, recognising and encouraging anti-discriminatory behaviour, respecting confidentiality (unless there are child protection implications), recognising rights and choice and respecting personal beliefs and identity.
- ❖ Liaise with colleagues regarding service users and their families as necessary.

- ❖ Work closely with CI&WO to undertake home visits to support families.
- ❖ Complete monitoring reports as required and keep records and documentation pertaining to all meetings and discussions.
- ❖ Attend regular weekly meetings
- ❖ Network with other BME groups to share good practice.

PROMOTION OF NWMF AIMS AND OBJECTIVES

- ❖ Promote and maintain the standards of NWMF commitment to Safeguarding children and vulnerable adults.
- ❖ Be aware of the organisation duty of care in relation to staff, visitors, service users and to comply with all health and safety policies at all times.
- ❖ Be aware of and comply with the codes of conduct, regulations and organisation policies and its commitment to equal opportunities.

TRAINING AND DEVELOPMENT

- ❖ Participate in a programme of self / professional development to ensure skills, knowledge and understanding are added to and kept up to date.
- ❖ Initiate new ideas and encourage developments relating to improved service provisions and community engagement.

STRENGTHENING COMMUNITY

- ❖ Work with the director of programmes to engage with the internal and external stakeholders to secure equity and entitlement for service users.
- ❖ Work with the director of programmes to collaborate with other local and regional organisations and schools in order to share expertise and bring positive benefits to service users.
- ❖ Work collaboratively with the Director of programmes at both strategic and operational levels to communicate the needs of service users, promote good race relations and address any potential risks.

GENERAL DUTIES

- ❖ It is our mission to “Reveal the Champion Within” and all staff are expected to embed themselves within **CAIRS**, which is the way we do things here:

Care Aspiration Inspiration Respect Stewardship

- ❖ To provide a secure, caring community where BME people can thrive.
- ❖ to provide a broad, balanced and relevant programme of activities to ensure that BME people gain the skills and knowledge to help them grow in confidence and help them participate fully in all section of community life
- ❖ to build a culture within which all service users and their families can feel safe and empowered by each other.
- ❖ to foster responsibility towards the environment and the community in which we live.

CAIRS is who we are and as such you are expected to work in partnership with colleagues to support all clients and the community. This may mean undertaking tasks outside of your area of responsibility where required.

	Essential	Desirable
Education	<ul style="list-style-type: none"> - Degree in Community Development or Social work or equivalent - Level 1 qualification in Immigration Advice - Level 3 qualification in Generalist Welfare Advice 	<p>Certificate in Community Relations, peace and reconciliation</p> <p>Level 1 training on single identity Facilitation training</p> <p>UK driving License & access to a car</p>
Experience	<ul style="list-style-type: none"> - 2 years' experience (paid or unpaid) of providing advice - face to face or telephone – gained in the last 4 years - 1 years' Experience (paid or unpaid) working with similar demographics to the people within Northern Ireland; particularly with those of a BME gained in the last 3 years - Implementing a strategy and advice service. - Working with local statutory and non-statutory organisations and local key stakeholders. - Delivery on active citizens/integration programmes. - Experience delivering interventions to both children and adults 	<p>Experience of helping people with a range of integration related services including immigration support</p> <p>Sound knowledge of the social security system</p> <p>Working with people whose first language is not English.</p> <p>Working with refugees and asylum seekers.</p> <p>Experience of working with a charity and/or a community organisation promoting inclusion and diversity</p>
Skills	<ul style="list-style-type: none"> - Demonstrable experience of working or volunteering in a role which requires strong interpersonal skills with the ability to communicate effectively both orally and in writing. - Evidence of ability to understand complex information and legislation. - Case recording skills. - Ability to work with figures. - Ability to prioritise own workload and to use initiative regarding assisting clients. - Experience of working as part of a flexible team and sharing knowledge - To have a pleasant and approachable demeanour - The ability to work with the minimum of supervision. - The ability to work as part of a team, demonstrating a willingness and ability to perform all functions required of team members. 	<p>Strong IT skills including MS Word, Excel and PowerPoint</p> <p>Ability to communicate sensitively and effectively with NWMF clients and other key stakeholders</p> <p>Research skills</p>

	<ul style="list-style-type: none"> - Excellent people skills with the ability to motivate and inspire individuals and organisations. - Maintain a level of flexibility and adaptability in a fast-paced environment. - Highly organised with the ability to prioritise. - A creative thinker with the ability to see new opportunities. - A confident and conscientious approach to work. 	
<p>Knowledge/</p> <p>Values</p>	<ul style="list-style-type: none"> - Sympathetic and non-judgemental attitude to a client's problems. - Confidence and the ability to deal competently with people working in statutory and non-statutory organisations - Have a commitment to the aims and principles of NWMF service, e.g. equal opportunities, challenging prejudice, racism and hate crimes - Understanding of local geographical demographics, inter-ethnic/ inter-faith relations and the barriers and/or challenges minority groups face in our society. - Good citizenship and local schools' system - Promoting the brand of effective and professional diversity and inclusion workers to the local community. 	Sound knowledge of the advice and BME sector in Northern Ireland
<p>Personal</p> <p>attributes</p>	<ul style="list-style-type: none"> - Flexible approach to working hours. - Friendly and approachable manner. - Ability to work on a confidential basis. - Ability to work under pressure and to strict deadlines. - Accuracy and attention to detail. 	

ADDITIONAL INFORMATION:

The person appointed to this post will, from day-to-day, have contact with children and vulnerable adults, many of whom are under eleven years of age, and a number of whom may have moderate learning difficulties and/or disabilities. Therefore, the post holder will require an enhanced Disclosure Barring Service check.

SAFEGUARDING RECRUITMENT:

North West Migrants Forum is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expect all staff to share this commitment. Staff is required to undertake appropriate safeguarding checks as well as providing proof of right to work in the UK. Staff can expect to have their personal information entered on to a Single Central Record and/or system and shared with appropriate organisations where applicable.

EQUALITY & DIVERSITY:

NWMF is a diverse community organisation that respects differences in race, disability, gender, gender identity, sexual orientation, faith, background or personal circumstances. We

want everyone to feel valued and included in the community of their choosing and to achieve their full potential. NWMF is opposed to any form of discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate.

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.