

**Job Description: Alima on the Helpline**

Hours of work: 6 hours per week

Salary: £10.29 per hour

Location: Glasgow Amina MWRC office

Holidays: 37.5 days per annum - pro rata (inclusive of public holidays)

Pension: Optional defined contribution pension scheme based on employer

contributions of 5% plus additional employee contributions

Reporting to: Helpline Officer

Contract: Initially until June 2018 and likely to be extended subject to funding

**Background**

Amina MWRC is a national organisation which works with Muslim and BME women by giving them opportunities to have their voices heard and to improve their skills and become more confident in participating in Scottish society.

The Helpline and Development Project is funded by the Scottish Government until June 2018. This is a national project delivering activities across Scotland and a national telephone helpline, listening ear and signposting service.

The project has the following core aspects to its work:

1. A national helpline for Muslim women run by staff and trained volunteers Monday to Friday 10am – 4pm
2. Campaigns which seek to tackle the negative stereotyping of Muslim women, by enabling Muslim women to have their voices heard
3. Recruiting, training and supporting volunteers, monitoring and reporting on progression
4. An annual conference for Muslim women.

**Main duties and responsibilities**

* The Alima will take helpline calls and offer an Islamic perspective (when required) on issues affecting callers, with a view to empowering callers
* Use social and creative media to promote the Helpline and Development Project
* Identify women’s groups, classes, gatherings to engage with Muslim women to promote the helpline service as well as deliver development work
* Use creative and innovative ways to promote the Islamic information service as well as the helpline
* Work with the Amina team to assist with organising local and national events
* Maintain databases and undertake any other relevant administrative duties
* Participate in staff meetings as required; and participate in regular support and supervision sessions
* Maintain accurate records of all work undertaken
* Any other duties in line with this post as directed by your line manager.

**Person Specification**

All of the following requirements will be assessed from a combination of information

provided from the application, the interview process and references:

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| **Skills and Abilities** | **Essential** | **Desirable** |
| Good verbal, written, communication and presentation skills | √ |  |
| Good IT skills including word processing | √ |  |
| Ability to meet deadlines | √ |  |
| Excellent organisational skills and the ability to manage a wide range of tasks | √ |  |
| Ability to listen in a non-judgemental way and empathy for others | √ |  |
| Ability to demonstrate an active commitment towards equal opportunities and anti-discriminatory practice | √ |  |
| Ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others | √ |  |
| Ability to speak a relevant community language |  | √ |
| Islamic Academic Learning/Qualification | √ |  |
| **Experience** |  |  |
| Experience of working in, or with, the voluntary sector |  | √ |
| Experience of using social media | √ |  |
| Experience of working with marginalised communities, e.g. Black and Minority Ethnic, particularly Muslim women | √ |  |
| Experience of contributing effectively as a team member | √ |  |
| Experience of using databases |  | √ |
| Experience of working in a busy office environment |  | √ |

Amina MWRC is an equal opportunities employer.

This Post is exempt for women only under Schedule 9, Part 1 of Equality Act 2010