

March 2017

Dear Applicant,

Thank you for your interest in applying for the post of Refugee Support Officer with Amina –

the Muslim Women’s Resource Centre.

Due to the nature of the duties of this post, it is reserved for women only under Schedule 9, Part 1 of the Equality Act 2010.

Enclosed in this pack you will find the following information:

* Main functions of post & person specification
* Application Form
* Equal Opportunities Monitoring Form
* Background information on Amina - the Muslim Women’s Resource Centre.

Conditions of service for this post include the following:

* 15 hours per week
* Initially for one year from 1st April 2017 to end 31st March 2018, job offer subject to confirmation of funding from funder
* 25 days annual leave per year plus 12.5 public holidays, pro rata.
* Hours to include evening and weekend work where required for which time off in lieu will be awarded in agreement with line manager.

Amina - the Muslim Women’s Resource Centre is an equal opportunities employer and is strongly committed to increasing employment opportunities for black and ethnic minorities, women, and disabled people. If you need any special arrangements to be in place should you be called for interview, please let us know when you apply so that we can organise this.

Please note that the application form should be typed and **emailed** to recruitment@mwrc.org.uk, with the subject heading of your email noted as the job title.

**The closing date for applications for this post is midnight on Sunday 19th March 2017.**

Yours sincerely

Shohana Shabnam

North of Scotland Coordinator

Amina – MWRC, Citywall House, 32 Eastwood Avenue, Glasgow, G41 3NS

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info@mwrc.org.uk www.mwrc.org.uk

Amina – MWRC, 1/3 6 Whitehall Crescent Street, Dundee, DD1 4AU

Tel: 01382 787450

Registered in Scotland No: SC432921 Scottish Charity No: SC027690

**Job Description Refugee Support Officer (Dundee)**

Hours of Work: 15 hours per week

Salary: £24,293 per annum pro rata (37 hours FTE)

Location: Dundee head office with regular travel in and around Dundee

Holidays: 25 days per annum plus 12.5 public holidays pro rata

Pension: Mandatory group pension scheme based on employer

contributions of 5% plus additional employee contributions

Reporting to: Refugee Support Coordinator

Contract: Initially for one year from 1st April 2017 to end 31st March 2018, job offer subject to confirmation of funding from funder

**Background to the Refugee Support Project**

Amina the Muslim Women's Resource Centre is a national organisation which works with Muslim women by giving them opportunities to have their voices heard and to improve their skills and become more confident in participating in their own communities and at a wider level.

Amina has taken a lead role in supporting the refugees who have arrived here from the Middle East. Dundee City Council has agreed to fund some refugee support work in the city, and we would encourage applications from women who speak Arabic and have an interest in working with, and generally supporting the families who will be settling in Dundee under the UK Government’s Vulnerable Persons Relocation Scheme.

Amina MWRC is committed to providing a programme of support for refugees being resettled in Scotland. We are uniquely placed, with our culturally sensitive experience and skills, to be the key third sector organisation complementing the work of Local Authorities, the Home Office and others to ensure that the families have the best possible introduction to life in Scotland.

**Project Outcomes**

1. Refugees feel supported and surrounded by welcoming and empathetic people
2. Refugees feel safe in Dundee
3. Refugees feel enabled and empowered
4. Refugees feel integrated into Dundee civic society

**The role**

The purpose of the role is to provide support to Syrian refugee families, enabling them to settle and integrate into life in Dundee and supporting them to access community services and activities.

You will work as part of the Refugee Support Team in the Dundee office in close liaison with all external agencies involved in the Syrian Vulnerable Persons Relocation Scheme including NHS, Dundee City Council and other Voluntary Sector services.

You will need to develop and maintain strong links with all key services, liaise with individuals, statutory and voluntary organisations as appropriate and speak for your clients at relevant appointments, meetings, forums and conferences, as agreed with your line manager.

You will be a key point of contact for these families, and support them to ensure that their needs are addressed. You will do this by supporting them to access the services they require. This will involve assessing their needs in conjunction with other agencies, and identifying the appropriate help and supporting them to access these services. In doing so, the aim will be to see these families become increasingly able to address their own needs and access services without support and so enable their independence in UK.

You will have a compassionate and empathic approach coupled with an awareness of the substantial cultural changes that the refugee families will experience. Being able to engage directly with refugees is an essential element of this role.

The needs of refugees starting life in a new country are inevitably diverse and unpredictable. You will need to be flexible and adaptable in order to assist and support the refugee families with whatever issues they may face.

**Main Duties and Responsibilities**

* Working in partnership, with local authority and external agencies, to ensure the necessary and appropriate support is provided to the refugee families to facilitate their integration into life in Dundee.
* Keeping appropriate records to enable the provision of written reports as requested, for example relating to the impact of your support role on your clients’ progress.
* The provision of information for reports to Dundee City Council including supporting evidence/documentation to demonstrate key objectives have been met.
* Providing external agencies and refugees support and information on accessing services and communities within Dundee as well as explaining cultural differences.
* Meeting with community stakeholders, local leaders and key community members to inform them about the support needs of our refugee families and the barriers that they are facing within the community.
* Taking a person-centred approach in assisting our refugee families to access the services and information in making the transition to life in Dundee.
* Signposting our refugee families to other agencies as appropriate.
* Providing one-to-one support to our refugee families and speaking on their behalf as appropriate.
* Carrying out the duties of this post with due regard to Equal Opportunities.
* Ensuring that operational policies and procedures for the support service are being met.
* Undertaking any other duties required to develop and achieve the aims and objectives of the Syrian Vulnerable Persons Relocation (VPR) Scheme, as directed by line manager.
* Support and guide volunteers to assist you in your role.
* Due to the evolving nature of this role, regular reviews will be undertaken by your line manager of the key duties and responsibilities to ensure that the support and needs of the refugee families are met. Therefore a flexible approach will need to be taken within this role.

**Person Specification**: **Refugee Support Officer (Dundee)**

All of the following requirements will be assessed from a combination of information provided from the CV/cover letter, the interview process and references:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Qualifications and Knowledge | Essential | Desirable |
| 1 | Knowledge and awareness of issues and barriers faced by people newly arrived in UK | ✓ |  |
| 2 | Knowledge of local health, social care and voluntary sector services | ✓ |  |
|  | Skills and abilities |  |  |
| 3 | Arabic speaker, (preferably Levant Arabic) to enable clear communication with your clients | ✓ |  |
| 4 | Ability to demonstrate an active commitment towards equal opportunities and anti-discriminatory practice | ✓ |  |
| 5 | Ability to deal with information in a confidential manner | ✓ |  |
| 6 | Ability to work effectively with a wide range of agencies and partners | ✓ |  |
| 7 | Ability to listen in a non-judgemental and empathic way | ✓ |  |
| 8 | Excellent verbal, written, communication and presentation skills including report writing skills in English language. | ✓ |  |
| 9 | Ability to maintain accurate case and statistical records, | ✓ |  |
| 10 | Ability to use own initiative and organise own workload in consultation with line manager. | ✓ |  |
| 11 | Ability to work as part of a team | ✓ |  |
| 12 | Good IT Skills – including word processing, e-mail, internet | ✓ |  |
| 13 | Willing and able to work flexibly to meet the needs of your clients | ✓ |  |
|  | Experience |  |  |
| 14 | Experience of providing support to those in need | ✓ |  |
| 15 | Experience of working in advice, information and signposting services |  | ✓ |
| 16 | Previous experience of working with ethnic minority communities |  | ✓ |
| 17 | Experience of supporting volunteers |  | ✓ |

**Amina – the Muslim Women’s Resource Centre**

## Background Information

## Aims

* to promote the welfare of Muslim women and counter disadvantage by working with statutory, voluntary and private organisations to ensure Muslim Women’s needs are taken account of in the provision of services.
* to provide culturally sensitive facilities for advice, counselling, support, personal development and training for Muslim women.
* to overcome the social exclusion of Muslim women

**Objectives**

* to work in partnership with mainstream organisations to assist them to develop culturally sensitive services
* to establish a confidential telephone helpline providing appropriate counselling and advice
* to provide a drop in centre for Muslim women to find out about available resources within the community
* to develop a system of supported referrals to enable women to access mainstream services
* to develop an advocacy service to enable women to access services
* to undertake community development work

**The Organisation**

* Amina - the Muslim Women’s Resource Centre opened to the public in April 2002. It held its Official Opening on November 1st 2002.
* Staffing currently consists of CEO; North Scotland Coordinator; Helpline Development Coordinator, Officers & Alima; Violence against Women Project Coordinator & Officers; Befriending Officer; Building Bridges Officer; Refugee Support Coordinator & Officers; Employability Coordinator & Officers; Administration Officers & Finance Officer.
* Funding comes from a range of sources including the Scottish Government, People’s Health Trust, Rank Foundation, Peoples Project, Dundee City Council as well as fundraising and individual donations.
* Amina - the Muslim Women’s Resource Centre is managed by an elected voluntary Board of Management. It is registered as a charity with OSCR – Charity no. SC027690 and Company limited by Guarantee registered in Scotland no: SC432921.

Amina the Muslim Women’s Resource Centre is an Equal Opportunities employer and welcomes applications from people from all diversity strands.