

**Diversity Mayo**  
**Asylum, Migration and Integration Fund**  
**Outreach and Training Support Worker**  
**Detailed Job Description and Person Specification**

South West Mayo Development Company wishes to employ a full-time Outreach and Training Support Worker to co-deliver the Diversity Mayo project. This project is co-financed by the European Commission under the Asylum, Migration and Integration Fund 2014-2010 and is supported by the Department of Justice and Equality.

The work of the Outreach and Training Support Worker will involve setting up outreach clinics in county Mayo to deliver broad range of supports for people from third countries. The Worker will deliver a programme of intercultural activities in Mayo and facilitate the design and delivery of intercultural training for local agencies and groups.

The duties for this post include delivery of the number of project plan outcomes as set out below:

- Setting up information, advocacy and support clinics for third country nationals (TCNs) in six towns in Mayo.
- Through the clinics, providing individual supports to third country nationals on rights, entitlements, access and referrals to services, and assistance to engage with local sporting, social and cultural organisations.
- Developing and delivering a programme of intercultural activities in conjunction with the outreach clinics.
- Working with the Digital Society and Media course in GMIT Mayo to develop and produce information videos.
- Organising training for a group of third country nationals to develop and deliver an Intercultural Awareness Programme for front-line staff.
- Working co-operatively with Mayo County Childcare Committee, Mayo County Council, Tusla, the HSE and other agencies to deliver intercultural training to front-line staff.
- Contributing to the delivery of other Diversity Mayo project activities.
- Recording, monitoring and evaluating the services delivered to the third country nationals on a continuous basis.
- Contributing to reporting on quarterly and annual basis, including on budgets and spending, to the project Steering Committee and Funder.

**Personal Specification**

Ideally the person should have a third level or professional qualification in Community Development, Social Studies, Human Rights or a Social Science discipline. It is

important that the person is a self starter, can work independently, has experience of working with disadvantaged migrant communities and understands the impact of cultural differences and life experiences. The person needs to be willing and able to respond to calls for assistance from vulnerable individuals in a respectful and courteous manner.

She/he:

- Must be self motivated and be able to work independently.
- Must have strong communication skills.
- Experience of working with people from third countries is a must.
- Must have an understanding and knowledge of the local development sector & local authorities; HSE, ETB, other local agencies and service providers, government departments and local community structures.
- Must have an understanding and knowledge of the rights and entitlements of persons dependent on social welfare supports and those on low income.
- Must have an ability and experience of liaising with service providers on matters of service provision on behalf of vulnerable individuals.
- Must have excellent group development and facilitation skills and experience.
- Must have an experience and/or understanding of the need for and key pillars of intercultural training.
- Must have an understanding and appreciation of the issues and needs confronting the target group and the challenges for the Irish society to embrace diversity and interculturalism.
- Must have an ability to coordinate the capacity building programme for the third country nationals and the delivery of training to the service providers.
- Must be able to work within strict administration systems and have a very good working knowledge of Microsoft applications.
- Must have a current drivers license and own means of transport.

### **Knowledge and Expertise**

- Excellent strategic planning, organisational and advocacy skills
- Budgeting, financial management and cost control skills
- Strong oral and written communication skills
- An ability to observe, analyse, monitor and report
- Thorough knowledge of the principles and processes of community development and their applicability to work with people from outside Ireland
- Experience in designing and delivery of training is highly desirable

### **Personal Attributes**

- An understanding, respect and empathy for the needs of ethnic minority individuals and groups
- Strong personal value system underpinned by the equality, social justice and human rights principles
- Self-motivated with an ability to work on own initiative within a team structure
- A creative and positive approach to working with individuals and groups
- Strong listening skills, negotiation/mediation skills
- Capacity to manage time well and prioritise workload in a demanding work environment

## Supervision

The worker will be employed by South West Mayo Development Company and based with the Mayo Intercultural Action project.

The worker reports to the CEO of SWMDC and the AMIF project Steering Group. Appropriate supervision and supports will be put in place by the employer.

## Contract

This post is full-time 35 hours per week.

This post is subject to six month probation period.

Employment will continue for a fixed term to conclude at the latest by April 30<sup>th</sup> 2020.

South West Mayo Development Company is an equal opportunities employer.

