

## JOB DESCRIPTION

<b>1. JOB TITLE.</b>	<b>Community Outreach Worker</b>	<b>JOB REF:</b> <b>02/08</b>
	<b>21 hours per week (3 days)</b> <b>£ 14,004 inc. OLW</b>	

### 2. REPORTING RELATIONSHIPS

Responsible to:	Project Manager
Other reporting line	The post will also report to The NMP Management Committee, via the Project Manager.
Responsible for:	Overseeing and project volunteers

### 3. MAIN PURPOSE OF JOB:

Within Newham Monitoring Project's (NMP) remit as a BMER (Black Minority Ethnic Refugee) community project tackling racism and social injustice in seven boroughs in east London, the purpose of the post is to:

- Develop and lead a project to reduce the incidence and impact of race & faith hate crime across east London
- Increase awareness where and how support can be accessed to race/faith hate crime in order to address barriers to reporting.
- The project worker's time will primarily be allocated to community development work, with a minor element of casework (within NMP's casework team) to provide the worker with the specialist knowledge and insight necessary for the community development work.

### 4. KEY RESULT AREAS:

- To co-ordinate the planning, delivery and monitoring of the project with line management support from the Project Manager.
- Deliver community outreach work in the form of workshops, community group visits and partnership initiatives with community groups to capacity build community groups to respond to reports of race/faith crime from their members.
- Responsibility for maintaining and monitoring an allocated caseload for victims of race/faith crime including monitoring statutory response

and making appropriate interventions to ensure access to fair, swift, equal treatment and redress.

- To provide regular reports and updates on the project to the Project Manager and Management Committee.
- Keep abreast of relevant policy and legislative changes and proposals impacting on east London BMER communities.
- Promote awareness of racism and its effects within the local community and publicise NMP's services within the local community.
- Build networks and contacts with other stakeholders and relevant organisations to facilitate and assist NMP in combating and tackling race and faith hate crime through casework.
- Identify and work in partnership with key stakeholders to develop and promote best practice approaches and effective responses to race and faith hate crime.
- Develop an ongoing demographic profile of east London black communities, analysing the resultant issues and/or gaps in service provision, to support NMP in developing and improving new and existing services for the local black communities.
- Deliver projects/other activities as outlined by Management Committee within the remit of the organisation.

## **5. KNOWLEDGE, SKILLS & EXPERIENCE**

### **Education/Qualification**

- Degree level or equivalent relevant work experience.

### **Experience**

- At least one year's experience of working within the voluntary sector;
- Experience of project planning and delivery;
- Experience of capacity building community groups;
- Experience of campaign / educational training work;
- Experience of giving advice and casework support;

### **Knowledge & Skills**

- Expert knowledge and understanding of issues, concerns and service needs relating to BMER communities.
- Knowledge and experience of anti-racism and civil injustice issues.
- Ability to understand the policy implications of external changes from a grassroots perspective.
- Excellent communication skills – both oral and written.
- Ability to deal with general office administration.

- Ability to work independently and under pressure to tight deadlines.
- Ability to work as part of a team with internal and external stakeholders.
- Tact and diplomacy in dealing with a wide range of individuals.
- Ability to understand and articulate clients' needs.
- Knowledge or experience of developments in information and communication technology and its impact on the delivery of services.
- IT literate

## **6. CONTEXT AND DIMENSIONS**

- The Newham Monitoring Project (NMP) is a voluntary sector organisation established in 1981 by local residents in response to the increasing and severe racially motivated attacks in the Newham. Its overall aim is to promote racial tolerance whilst establishing a 'zero tolerance' policy towards racially motivated crime and anti-social behavior. It does this by providing a package of culturally sensitive and linguistically appropriate specialist services to individuals experiencing racial harassment and/or other related civil injustices.
- NMP's geographical remit now includes the East London boroughs of Newham, Tower Hamlets, Hackney, Redbridge Waltham Forest, Havering and Barking and Dagenham . It's activities include:
  - An advice, information and assistance to individual from black and ethnic minority communities who are 'victims' of racial harassment/race hate crime and/or civil injustice;
  - An out-of-office hours emergency service run by trained volunteers
  - Raise awareness of the legal rights of young people through education, training and workshops;
  - Commission research and disseminate findings, produce educational materials to raise awareness of the impact of exclusion through individual and institutional racism.
- NMP is an organisation committed to improving the basic human rights of black and ethnic minority communities to feel safe and secure in their homes and communities, NMP is committed to promoting equality of opportunity for all communities irrespective of race, religion, ethnicity, gender or disability. All our activities are open to and accessed by a number of local communities and sections of society often excluded or living on the margins of mainstream community life.
- The work of NMP is managed by Management Committee (MC), which is democratically elected annually at an AGM. The elected MC is responsible for the nomination of its officers i.e. Chair, Secretary and Treasurer. The MC holds regular monthly meetings to review staff work reports and plan future work priorities and programmes.

- The Management Committee has overall responsibility for all organisational output and target setting, staff performance management. The Treasurer has key responsibility for finance and fundraising.
- There are two main strands to the role, one is to deliver support and advice the other strands emphasis is community development and outreach to east London black communities.
- The nature of the post requires that staff be required to be highly flexible in the way that they work – including attendance at meetings outside of normal working hours. Also the post requires travel around east London for meetings and occasionally to NMP cases' homes to take instructions and respond to the needs of the client.
- The post may require on occasions attendance at local and national events and public meetings, outside office hours and occasional weekends.
- All NMP staff are expected to promote the work of the organisation and issues around racism; this may include liaising with the media and giving interviews and comments.

#### **7. COMPLEXITY & CREATIVITY:**

- Requires understanding across a breadth of issues and the ability to see and help BMER residents in a range of problems relating to racial harassment, racist attacks, faith hate crime and civil injustice.
- Creative and problem solving skills are required within the context of the relevant statutory frameworks to progress and resolve cases inline with the individual's requirements.
- The post holder will have to assess responses from statutory organisations and use tact, diplomacy and negotiation skill to ensure the best results for NMP cases.
- The post holder is expected to take a pro-active approach in developing external networks and scanning the environment for issues that may impact on east London BMER communities.

#### **8. JUDGEMENT, RESPONSIBILITY & DECISIONS**

- The post holder will have to manage and maintain their own case load with support available through casework team meetings and senior members and specialists within NMP.
- Plan and organise their own workload to ensure targets are met overall and managing competing demands and deadlines from the different strands within the post.

- Where appropriate would refer issues to the Project Manager and Management Committee for further support or action.

## **9. CONTACTS & COMMUNICATIONS**

- Most frequent contact is Project Manager, other NMP staff and volunteers.
- Regular contact with external networks/organisations
- Regular contact with NMP cases.
- Monthly supervisions with the Project Manager are a requirement.
- Monthly Casework team meetings are a requirement.
- Attendance at the Quarterly Management Committee (MC) Meeting held in early evening after office hours is a requirement of the post where the Post holder reports back to the MC.