

## JOB DESCRIPTION

<b>1. JOB TITLE.</b>	<b>Project Officer</b>	<b>JOB REF:</b> <b>01/08</b>
	<b>35 hours per week</b> <b>£ 23,340 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 volunteers and the organisations network of supporters.

### 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:

- Assist in developing and undertaking NMP's advice, and support services largely but not exclusively through individual casework and the NMP Emergency Service Helpline (ES Helpline). Through the casework and close contact with the community the role will highlight trends and policy implications effecting black residents in east London.
- Be proactive in developing and delivering community projects and campaigns that tackle racism and racial harassment from a grassroots perspective in east London.
- Develop and foster productive relations with local residents and other stakeholder organisations and encourage local participation and involvement with the project.

### 4. KEY RESULT AREAS:

- To take responsibility for maintaining and monitoring an allocated caseload and providing regular casework reports and updates to the Manager and Management Committee.

- Keep abreast of relevant policy and legislative changes and proposals impacting east London black communities.
- Recruit, manage and supervise the ES Helpline Volunteers ensuring adherence to NMP's confidentiality, and equal opportunities policies.
- Review update and organise training sessions for new volunteers and monitor and respond to ongoing training needs of existing volunteers.
- Recruit, manage and foster members of NMP's support network, this may include local residents, lawyers, campaigners, volunteers and previous cases.
- 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 racism through casework.
- Identify and work in partnership with key stakeholders to develop and promote best practice approaches and effective responses to racism.
- 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;
- At least one year's experience of giving advice and casework support;
- Experience of researching, analysing and communicating, in a politically sensitive manner, the implications of internal and external changes in policy or practice on interests of a specific demographic or social disadvantaged group.
- Experience of campaigning work
- Experience of analysing impact of policy and practice developments on specific demographic sectors

### **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.
- Drafting briefings and reports for a wide variety of audiences.
- 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 Project Officers be required to be highly flexible in the way that they work - frequent attendance at meetings outside of normal working hours. Also the post requires travel around east London for meetings and 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 demonstrations 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 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 Project Officer will have to assess responses from statutory organisations and use tact, diplomacy and negotiation skill to ensure the best results for NMP cases.
- The Project Officer is expected to take a pro-active approach in developing external networks and scanning the environment for issues that may impact on east London black communities.

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

- The Project Officer 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, and other NMP staff and volunteers.
- Regular contact with external networks/organisations
- Regular contact with NMP cases.
- Regular contact with administrator.
- Monthly supervisions with the Project Manager are a requirement.
- Monthly Casework team meetings are a requirement.
- Monthly attendance at the Management Committee (MC) Meeting held in early evening after office hours is a requirement of the post where the Project Officer Reports back to the MC.