



Job Description

Assistant Support and Outreach Worker (Roma Speaking)

Where	London region
Contract	1 Year Fixed Term
Reports To	Regional Manager and Team Leader
Hours	Full Time – 35 Hours per week
Salary	£23,933 per annum

Big Issue Group (BIG) has over 30 years of experience changing lives through enterprise by supporting Big Issue magazine vendors to earn an income through selling the Big Issue magazine and we have invested £400 million into over 500 social enterprises and other organisations since 2005.

Today BIG brings together our media, investment and service initiatives under a shared mission to create innovative solutions through enterprise, to unlock social and economic opportunity for the 14.5m people in the UK living in relative poverty to earn, learn and thrive.

Main Purpose of Role

Assistant Support and Outreach Workers help change lives through supporting the direct delivery of services to individuals participating in Big Issue enterprises, including selling the Big Issue magazine. The core of the role is facilitating access for members of our Roma Communities to the Hand Up Service and other local services, resources and networks required to address the barriers they are facing to moving forwards out of poverty. Where local services and resources are not available you will also support the Outreach Team with the delivery of information, guidance and some direct interventions, such as training sessions, directly.

This is self-starter role in which you'll be responsible for connecting with potential service users within the Roma community, introducing the service to them, sharing information from our Hand Up plus services and supporting them to engage with the core Hand Up service. You'll be working within a small team of Outreach workers and will work to maintain a set of Service Standards which help maintain the quality of the service nationally.

The role is highly flexible and no two days are the same. You'll bring your own experience and knowledge to the role, as well as your ability to speak Romanian and/or Romani. We will support you to build on that through an ongoing training and development programme which aims to ensure all Hand Up Service Team members have up to date, relevant, knowledge in key areas including housing, benefits, debt, immigration and more. In the course of a day, you'll usually be working with service users across multiple of these issues and supporting engagement with a wide range of external agencies such as health services, local authorities, charities and more, to get access to services for those you are supporting.

The role is community based, you'll spend up to half of your time in a Big Issue community-based office alongside your outreach colleagues and the teams who support magazine sales, and the rest of your time will be spent out in the community visiting those you are supporting, hosting drop-ins within community settings and supporting delivery of the service within the Roma community.

Those we serve are at the heart of the service and you'll be encouraged to engage service users wherever possible in the design and delivery of our local activity, and in national opportunities. We are also highly committed to the development and engagement of our frontline staff, and the UK wide network of Outreach Workers is highly collaborative, meeting together regularly and with much support between colleagues in different offices between

meetings. As part of this team, you'll be invited to help us improve and develop the service by sharing your honest feedback and ideas. You'll also have a chance to engage with national projects where you are interested to build new skills and experience outside of your core role. You'll be supported day to day by a Team Leader and have access to regular role-based supervision.

Key Responsibilities & Tasks

- Undertake phone and in person outreach to introduce the Hand Up service to Roma Big Issues vendors
- Delivery of direct intervention to Roma vendors using guidance and resources provided
- Join meetings with Roma Vendors and Outreach Workers to support with action planning and provision of support and guidance
- Support with translation and interpretation within your local team to enable accessibility of the service for Roma vendors
- Support the local Hand Up Service to build current knowledge of local and national agencies that can support Roma vendors
- Support the organisation and delivery with Roma Vendors of 1-2-1 and group training sessions and drop-ins
- Ensure that your work meets service standards and targets and complete surveys with vendors as required
- Involving Roma service users in the service design and delivery as local and national opportunities arise
- Adhere to all required policies and procedures including with regards to safeguarding, lone and safe working, case work management and expenses and finances
- Undertake any other duties as required by your manager (within reasonable expectations)

Special Conditions:

- Ability to work on bank holidays, at weekends or unsociable hours on occasion.
 - Ability to work under your own initiative, structuring lunch breaks around the working day.
 - Ability to travel around a designated geographical area, including use of Big Issue fleet vehicles
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Skills and Experience

As an individual, you will

- Be passionate about and committed to supporting those living in poverty
 - Be confident communicator face to face and on the phone in both Romanian and English, with ability to convey information clearly
 - Able to build rapport with diverse individuals from the Roma community
 - Have knowledge and understanding of the challenges and inequalities that individuals from the Roma community may face in the UK
 - Have excellent time management and very organised, with the ability to complete tasks by agreed deadlines
 - Have good data entry skills
 - Be able to represent the organisation to other professionals and partner agencies
 - Be able to work with individuals in both one to one and group formats
 - Be able to follow guidelines and work within policies, seeking support from line manager as needed
 - Be willing to work in flexible locations including our community office, as well as visiting vendors at pitches and attending community meetings. This role is not suitable for home- based working.
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General Duties of Everyone who is part of The Big Issue

- Being committed to the social objectives of The Big Issue
- Being an ambassador for The Big Issue externally, and maintaining the professional reputation of your team internally
- Maintaining awareness of all other aspects of The Big Issue's work and assessing their implications for your team/role
- Adhering to and implementing The Big Issue's Equal Opportunities and other policies
- Ensuring Health & Safety standards are met

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- Taking your part of our shared responsibility for maintaining a safe working environment with a good standard of efficiency
 - Undertaking any other ad hoc duties as and when required by your manager
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About Big Issue Group

The Big Issue Group is a social enterprise, providing a “business” solution to dismantle poverty – a “hand up, not a handout” We provide a mechanism for vendors to earn a legitimate source of income, and raise their self-esteem.

Our vendors are working, not begging. Since The Big Issue was launched in 1991 and its Foundation in 1995, we have helped thousands of vulnerable people take control of their lives. Over the past two decades the magazine has become synonymous with challenging, independent journalism, and renowned for securing exclusive interviews with the most elusive of superstars. It currently circulates around 100,000 copies every week.

In April 2023, the Big Issue Group launched a community interest company, Big Issue Changing Lives, to bring together its frontline services team to support more people affected by poverty and increase the impact of our services. Big Issue Changing Lives C.I.C. will help vendors adapt to rapid changes in society, such as cashless payments, changing in working patterns and shopping habits, and it will provide vendors with the end-to-end support they need including sales set up and support, access to health and wellbeing services, and employment opportunities.

Vendors undergo an induction process, including identifying any support they need, and sign up to a code of conduct. They are allocated a pitch and issued with a number of free copies of the magazine. Last year alone we put more than £5million in the pockets of our vendors, releasing them from a dependence on hand-outs and providing an alternative to begging.

Created as a business solution to a social problem, The Big Issue has inspired other street papers in more than 120 countries, leading a global self-help revolution.

Big Issue Invest

Founded in 2005, Big Issue Invest extends The Big Issue’s mission by financing the growth of sustainable social enterprises.

Big Issue Invest offers social enterprises, charities and profit-with-purpose businesses loans and investment from £20,000 to £3 million. Since 2005, we have invested in more than 400 social enterprises and charities across the UK.

Equal Opportunities

Big Issue Group is committed to equal opportunities and committed to promoting and enhancing diversity, equality and inclusion. We welcome and encourage applicants from all members of the community and particularly welcome applications from people with disabilities, Black, Asian, or Minority Ethnic backgrounds, LGBTQIA, and from different socio-economic and educational backgrounds.

Important Note

Jobs and job descriptions are not static, so your job description does not form part of your contract of employment. A job description cannot cover every issue or task that may arise. Your job will evolve over time and change in reaction to other changes, and you will be expected to carry out other duties from time to time. What The Big Issue asks you to do will not be unreasonable and will be broadly consistent with the tasks and responsibilities set out in this document.

Asylum and Immigration Statement

The Big Issue Group will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Successful candidates will be required to bring the original documents in to be copied and verified on or before their start date.

We are unable to provide sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK. Further information can be found on the [governments immigration rules page](#)

Our Group Mission

**We build a world that works for everyone.
We challenge, innovate and create self-help and sustainable business solutions, that dismantle poverty
now and for future generations**

#ChangingLivesThroughEnterprise
