



Indoamerican Refugee and Migrant Organisation  
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[www.irmo.org.uk](http://www.irmo.org.uk)

## COMMUNITY SUPPORT ASSISTANT – Portuguese & Spanish Speaker

<b>Salary</b>	£26,679 to £28,312 (pro rata) + 5% pension
<b>Hours</b>	15 hours (Tuesday and Friday) 9:00am - 5:30pm
<b>Location</b>	IRMO Centre (London, SW9 7JP)
<b>Employment term</b>	Permanent
<b>Reporting to</b>	Advice Programme Manager - Welfare, Housing & Health
<b>Deadline to apply</b>	27th May 2024
<b>Pre-employment checks</b>	Enhanced DBS check, two satisfactory references and right to work in the UK
<b>Benefits</b>	33 days annual leave (including bank holidays) rising by one day each year after one year of service, capped at four additional days (pro rata); three extra days of paid leave between Christmas and New Year's (pro rata); 5% employer contribution to staff pension scheme; occupational sick pay; 24/7 Employee Assistance Programme; Cycle to Work Scheme; wide range of opportunities for skills development

### About IRMO

IRMO works to enable the development, agency, and participation of Latin Americans and other Spanish and Portuguese speakers, by responding to both immediate needs and structural inequalities. We do this by offering high-quality information and advice services, opportunities for development and training, and a platform to seek social and systemic change. Our work is organised across four main operational areas – Immigration; Education, Training & Employment; Children & Young People and Welfare, Housing & Health – and a cross-cutting area – Advocacy, Research, Policy Mapping and Campaigning. More information at [www.irmo.org.uk](http://www.irmo.org.uk).

### About the Role

Based in our Welcome Area, this role is central to our Community Support provision, where the post-holder will be our community's first point of contact,



responsible for greeting service users and supporting them with general enquiries and referrals.

They will be expected to register and monitor users in our database, organise appointments, and manage our various communication channels, such as emails, helpline, and IRMO broadcast lists. Supported by a team of volunteers, they will manage community enquiries, ensuring IRMO is always a welcoming environment for the community. They will collaborate closely with other operational areas to ensure service users receive relevant, up-to-date information.

## Key Responsibilities

### Welcome Area

- Greet and provide information to our Spanish and Portuguese-speaking service users, ensuring that they are assisted efficiently and always made to feel welcome.
- Help users with general enquiries, referring them to our projects and services or directing them to external services, and ensuring we provide relevant, up-to-date information at all times.
- Support the community interpreting service. This includes promoting the service among users, organising and running drop-in sessions, and managing the volunteers responsible for the delivery of the service.
- Support drop-in sessions. This includes carrying out initial screenings, managing the waiting list, registering users, and keeping users informed of expected waiting times.
- Register users in our database (Views), keeping accurate and up-to-date records of their information.
- Record user feedback and complaints.

### Communications

- Answer our helpline and emails in a timely and professional manner.
- Produce and update communications about our services, activities, and events in Spanish and Portuguese.
- Manage IRMO Noticias, our WhatsApp broadcast lists (Spanish and Portuguese)
- Translate, create and share information on our social media and on IRMO Noticias.
- Keep office notice boards and distributed flyers up to date.
- Manage monthly calendars of events and activities.

### Office Administration





- Handle IRMO's general correspondence (including paper and electronic post), ensuring that incoming information and documentation is promptly circulated to relevant staff and volunteers.
- Collaborate with IRMO's Operations Manager and Advice Programme Manager – Welfare, Housing and Health to support the smooth running of our day-to-day operations and assist with other tasks as required by the team.

### **Volunteer Management**

- Lead on the recruitment of Community Support volunteers.
- Supervise the team of volunteers across Community Support, including induction, training and rota management.

### **Other tasks**

- Work in collaboration with the Health & Wellbeing Project Lead, organising events, workshops and service provision.
- Attend regular training and development opportunities.
- Attend regular supervision sessions, staff and other team meetings as required.
- Follow IRMO's values, policies and procedures.
- Undertake any other activities consistent with the purpose of the role, as directed by the line manager.

### **Person Specification**

Essential (E)

Desirable (D)

#### **Experience**

- At least six months of experience in a similar role (E)
- Experience working or volunteering in the not-for-profit sector (D)
- Experience in managing and motivating volunteers (D)

#### **Knowledge, Skills and Abilities**

- Understanding of issues facing the Latin American community in the UK (E)
- Understanding of safeguarding and child protection practices (E)
- Excellent verbal and written communication skills in Portuguese (E)
- Good verbal and written communication skills in Spanish and English (E)
- Ability to communicate in an effective and accessible way with a diverse range of individuals and organisations (E)
- Ability to work with service users in a way that promotes their rights and dignity while being aware of relevant boundaries (E)





- Ability to interact with service users from all backgrounds in a friendly, approachable and supportive way (E)
- Excellent organisational skills and attention to detail (E)
- Ability to manage own time and workload effectively (E)
- Ability to work independently and as part of a team (E)
- Excellent IT skills, including proficiency in Google Workspace applications, Microsoft applications, as well as use of social media and databases (E)

### **Personal Attributes and Other Requirements**

- Professional, positive, and flexible attitude (E)
- Self-motivated and resourceful (E)
- Commitment to the principles of equality, diversity, and inclusion (E)
- Commitment to IRMO's vision, mission, and values (E)
- Willingness to work occasional evenings and weekends as required (E)

We aim at all times to recruit the person most suited to the job and welcome applications from people of all backgrounds. We particularly encourage applications from people who identify as members of minoritised groups, and from Latin Americans and people with lived experience of the immigration and asylum system, to reflect the community we serve.

### **How to apply**

Please return your [application form](#) by email to [recruitment@irmo.org.uk](mailto:recruitment@irmo.org.uk). Please include the title of the position for which you are applying in the subject line of your email.

**We encourage applicants to apply as soon as possible as applications will be reviewed on a rolling basis.**

If you have any questions about the role, you can email us at [recruitment@irmo.org.uk](mailto:recruitment@irmo.org.uk), and we'll direct you to the right person in the team.

