



Alternatives Trust East London in partnership with Shpresa Project

Women's Outreach and Advocacy Worker – Albanian Community

Full time Equivalent 0.4

Fixed Term - one year initially (with potential to extend upon review)

Job Description

Job Purpose: To be responsible for providing advocacy and sign-posting support to Newham-based women and families, with particular focus on those from Albania, accessing community services

Reporting To: Communities Manager

Based in: Role split between - St Edmund's Church, Forest Gate E7 8NP

Mansfield House, Canning Town E13 8HT

Stratford Advice Arcade, The Grove E15 1HP

With some potential for hybrid and flexible working

About Alternatives

Alternatives Trust East London, known as Alternatives, is a small charity that provides holistic support to vulnerable families in Newham in the context of mental health. In practice these are almost all migrant families headed by a lone mother. Around 80-90% of those we work with are homeless, have experienced trauma, and have No Recourse to Public Funds.

Most new clients are seeking help with destitution to help their family survive. As well as casework, Alternatives provides free counselling, parenting and life skills support, a Baby Bank, and skills development to help women move on to support their families. More than the sum of the services it offers, Alternatives provides a community where women support each other and know they can get help.

About Shpresa

Shpresa Programme (Shpresa) is a charity that promotes the participation and contribution of Albanian-speaking refugees and migrants in the UK. Through their services and projects, Shpresa encourage and support individuals and families to play a positive and active role in British society. Volunteering is central to the mission to enable Albanian speaking people to play a full role in society.

About the Role

The role of the Outreach & Advocacy Worker for the Albanian Community is to work with Alternatives and Shpresa, with support and training also provided by Family Community Support Services (FCSS), to support women to identify and access relevant support services. The post-holder will assist with running a weekly Family Hub event (on Wednesday mornings) and lead on family support for our Albanian-speaking women and families across the three organisations which are part of the Women In Newham consortium.

This service is run by women for women and is therefore restricted to female applicants under the Equality Act 2010, Schedule 9, and Part 1. Section 7(2) e of the Sex Discrimination Act 1975 applies.

Key Responsibilities:

- To work at St Edmunds with the Community Team to run our weekly family hub one day a week.
- To liaise closely with the Shpresa Project and FCSS regarding the support needs of Newham-based Albanian women and their children; to lead on such families being referred into support services, including those at Alternatives
- Liaising with our creche workers to ensure childcare is in place for families using our services
- To assist the family support team with referrals and registration of families to the service
- To provide emotional and practical support to parents accessing our family support services. This will be mostly in the form of signposting to specialist services such as housing & benefit support, social services, counselling, Alternatives' baby bank for clothes and equipment and other local community groups supporting women around issues of domestic and sexual violence, no recourse to public funds and parenting.
- To liaise with other services within Alternatives' regarding parents' support needs
- To provide all translation required for the Albanian women attending our weekly family hub
- To complete registers and case notes as required, using Alternatives' online monitoring system Upshot
- To assist the Communities Manager in collating feedback from our families and observing and recording families' progress towards the project objectives (milestones and outcomes).
- To assist the Volunteer Coordinator to enroll and support a target of two Albanian speaking volunteers to assist with advocacy.
- To be alert to safeguarding issues and be able to follow the appropriate reporting procedures

Additional responsibilities:

- To attend Alternatives' fortnightly team meeting
- To attend regular supervision with the Communities Manager
- To attend appropriate training throughout the year

- To provide Albanian interpretation for women accessing support at FCSS

Outreach and Advocacy Worker – Albanian Community

Person Specification

Essential

- Experience and knowledge of working with marginalised women and children
- Demonstrable team-work skills
- Good organisational skills and ability to write case notes, letters, use email and word processing
- Ability to manage and prioritise a workload
- Excellent communication and partnership skills regarding outreach work and signposting families to other Newham-based services
- An open, inclusive and encouraging approach to working with people
- Bi-lingual in English and Albanian, with competency in written English.
- An enhanced DBS disclosure is required for this post
- Knowledge of safeguarding issues when working with vulnerable adults and children

Desirable

- Knowledge of community and statutory services for families in Newham
- Occasional flexibility to attend evening/weekend events
- Ability to travel locally using public transport or a private vehicle

How to apply

Please email your **CV** and **cover letter (no more than 1000 words)** addressing how you meet the personal specification to:

lizi.oni@altel.org.uk

using subject heading '**Outreach and advocacy job application**' by **12pm on 4th October 2024**.

If you are shortlisted, interviews will be held during the week commencing 14th October 2024.

The successful candidate will be invited to attend Alternative's 30th Anniversary celebration on Thursday 24th October from 5-7pm. Please also make a note of this date.