**Advice Apprentice tigrinia speaker**



**Information about Rainbow Haven and the 9-month placement role**

**Our work**

Rainbow Haven is based in Gorton, Manchester. We are a community service for refugees, asylum seekers and other migrants needing support. We offer a weekly advice drop in and appointments, where we welcome people to our centre and offer advice and information, hot lunches, and activities, and we have some activities on Wednesdays.

On each drop-in day 60 or more people visit our centre so we can get very busy. People come from many different countries and speak many languages. We aim to provide a friendly space where they can relax while they wait for information and support, and enjoy social and educational activities.

**Our team**

Our friendly staff team has 10 permanent members: CEO, operational manager, advice casework manager, two Casework Coordinators, who provide advice and information, Activities and Volunteer Coordinator, Drop-in Support Worker, Finance Officer, Chef, and Cleaner. We also have a team of over 35 volunteers who help us to deliver our services and activities. Rainbow Haven was developed by The East Manchester Community Association. We have a Board of Trustees who are volunteers giving their time to support and oversee our work.

**Our values**

We want to provide a welcoming, inclusive workplace and to maintain a diverse staff and volunteer team. Many of our staff and volunteers are from refugee and migrant backgrounds and speak community languages as well as English. We promote opportunities to people who might feel excluded from other workplaces due to their experiences of migration and the immigration system and their lack of work experience in the UK.

**The placement role – Advice and Support Apprentice tigrinia speaking**

Rainbow Haven is excited to advertise this placement role for the first time, and we look forward to welcoming the successful applicant to our team. The person we appoint will work closely with the advice team staff and volunteers. Over time, the job will involve taking on greater levels of autonomy within advice case work. This learning opportunity will be supported with regular supervision and training will be on offer.

We are especially hoping to receive applications from people who have lived experience of migration and the immigration system, who want an opportunity to gain useful skills and experience that will support them to apply for other paid work in future.

**Essential information for applicants**

Please read this information carefully before you complete the application form.

* This is a paid placement role based at Rainbow Haven’s Centre in Gorton, East Manchester.
* This placement is open to candidate proficient in spoken and written tigrinia
* This role is designed to provide useful work experience and the chance to learn new skills in a friendly and supportive workplace. We are strongly encouraging applications from people with lived experience of migration and the immigration system and who are unemployed or underemployed at the moment.
* We will provide a good introduction to the role, with support to learn how to do all the tasks well, and access to training.
* It is a fixed term post lasting 9 months.
* It is for 14 hours a week, currently anticipated to be Tuesday and Thursday – ideally 9.30-2.30 on Tuesdays and Thursdays and 9.30-1.30 on Wednesdays, though some flexibility on hours is possible, please let us know your availability.
* The pay is the Real Living Wage, £12.60 an hour.
* We are hoping that if you are successful you can start the role as soon as possible.
* Please return the form to: info@rainbowhaven.org.uk before 12 pm on the 6th of August.
* We will let you know if you have been selected to come for an interview by the 7th of August
* If you are invited to come for an interview, we will offer you the chance to visit our centre on 11th or 12th of August. We can reimburse travel costs for the visit and the interview.
* Interviews will be on the 14th of August.
* If you have any questions about the role or how to apply, please email info@rainbowhaven.org.uk.

**The next page explains what skills and qualities we are looking for.**

**When you have read everything then please complete the application form provided and send it to** info@rainbowhaven.org.uk **before 12 pm on Wednesday 6th of August.**

**Please read all the information below carefully before you apply. We need you to tell us about what experience and skills and qualities you have that will help you to do this role, and what you hope to learn.**

**Job Description**

The Job Description describes the main tasks that this role includes.

**Purpose of the role:**

Support Rainbow Haven to deliver generalist advice on a range of topics likely to include welfare and benefits, budgeting and utility bills, housing and homelessness, and a basic understanding asylum support and immigration.

**Reporting to: Advice casework manager**

**Tasks:**

* **To support the provision of a welcoming drop-in service at Rainbow Haven as part of a team.**
* **Support advice triage**
* **Liaise with colleagues to prioritise client needs**
* **Work as part of a team to manage appointment slots in a timely manner**
* **To develop communication skills which may include working through volunteer interpreters, conducting oneself in a professional manner when liaising with other service providers. (Statutory and non-statutory)**
* **To develop a client centred approach, working towards the empowerment of service users, and encouraging clients to have active involvement and agency in the decisions that they take.**

**Person Specification**

The Person Specification describes the skills and qualities needed for this role. These can be skills and qualities gained at any time, from work and volunteering and at home.

**When you complete the application form, please cover all the points in the Person Specification.**

**Skills:**

* Proficient in spoken and written Tigrinya
* Competent level of spoken and written English – Level 2 or equivalent
* Confident and familiar with using email, Word and Excel or willing to learn
* Able to use a smartphone: texts and Whatsapp or willing to learn
* A well organised individual who can manage own workload and complete tasks as required.
* You are a reliable, team player who can commit to completing tasks to the best of their ability
* You are able to take initiative and work independently when required.
* An understanding of GDPR, and confidentiality or willing to learn
* **Have an understanding of Safeguarding policies and procedures or willing to undertake any training.**

**Qualities**

* Very friendly and welcoming to people of many backgrounds and cultures with empathy and understanding towards people who are facing different issues.

We are proud to be a member of the **Experts by Experience Employment Network** (www.ebeemployment.org.uk), which aims to create a charitable sector that is led by people with lived experience of the asylum and immigration system.

As part of this network, we challenge the one-size-fits-all approach in our employment practices, and respect personal circumstances and needs of people with lived experience.

Please feel free to use information and resources at **https://www.ebeemployment.org.uk/ebe** which may help in preparing your job application.