

Job Description

Service Provision Assistant - Manchester

The Work Rights Centre is a registered charity dedicated to ending in-work poverty by helping workers exit poorly paid, unprotected, and insecure employment. Our service provision consists of one-to-one, free and confidential consultations with EU nationals who are seeking to access employment rights, or move into better paid, more secure employment.

About Service Provision

Service provision constitutes the core activity of the Work Rights Centre. Every Saturday at the Employment Rights and Employability Clinic, we provide free and confidential assistance in a number of European languages, to all UK or EU nationals who find themselves in or at risk of precarious work. Common enquiries include assisting service users with accessing employment rights, for instance by recovering unpaid wages, improving their employability by drafting a CV or cover letter, but also assisting them more broadly in understanding their citizenship status and broadening their civic engagement. For the purpose of improving our charity's efficiency, it is essential that service providers thoroughly record client data, and that they monitor outcomes after clients have been advised. The charity has the data collection and reporting mechanisms in place, but it is a duty of the service provision team to ensure their regular use for each service user.

Responsibilities

The key responsibilities of Service Provision Assistant include delivering hands-on service provision, data collection and client monitoring, as well as social media and community outreach.

1. Service provision

In order to ensure consistency, but also make sure that every service user receives the bespoke help suited to their particular case, our service provision involves a number of steps. The Service Provision Assistant will be expected to undertake all the below steps with each client.

- A. A standardised assessment of the client's eligibility, which consists of an overview of their work and accommodation conditions to determine their position in, or risk of, in-work poverty.
- B. A standardised assessment of employment status, rights and employability needs.
- C. Signing a non-disclosure agreement whereby the client is informed that our services cannot substitute legal aid, and they bear full responsibility for their case.
- D. Collecting demographic and equality of opportunity information.
- E. Taking the action suitable for the client needs identified. Depending on whether they involve understanding employment rights, accessing them, or improving employability, this may range from informing them of their work status, to actively helping them pursue their

work rights by contacting employers and writing letters before action, or working on boosting their employability skills by drafting CVs and cover letters.

F. Following up after the consultation to determine whether the needs identified have been met.

2. Data collection and client monitoring

The Service Provision Assistant will be responsible for the monitoring and collection of client data, as well as a range of administrative duties, as required. This might include:

- A. Collecting client data using our digital client management system
- B. Checking client eligibility and collecting required evidence
- C. Completing Enrollment Forms, Individual Learning Plans and Outcome forms with clients
- D. Completing time-sheets in a timely manner

3. Social media and community outreach

The Service Provision Assistant will also be expected to help out with outreach, with a particular focus on under-represented migrant groups. Outreach online may take the form of social media engagement via posting, live FB sessions, or other activities deemed suitable. When required and permitted by government recommendations (after the Coronavirus lockdown is eased), outreach may also take the form of face-to-face sessions in community hubs such as schools, children centres, community shops or places of worship.

4. Administration

The Work Rights Centre is a small but ambitious charity, that relies on a dedicated team of staff and volunteers. We generally follow a regular programme of work, and have a clear sense of direction and line management. However, there will also be occasions where you may be asked to be creative and flexible - such as by helping out with a particular bit of administration, by attending or holding a training session, or joining team meetings.

Key skills

It is essential that the candidate possesses at least a few months' experience in supporting vulnerable individuals and collecting data thoroughly, that he or she can demonstrate an ability to maintain clear professional boundaries with clients, and ensure compliance with Work Rights Centre policies and procedures. This also translates into:

- Experience in delivering service-provision (essential)
- Excellent communication skills (written and oral) and the ability to communicate with a wide range of people (essential)
- Ability to liaise sensitively with a broad range of clients who are often vulnerable and experiencing difficult situations (essential)
- Experience in resourcing appropriate information on a wide range of issues; with the aim of referring to relevant organizations and services
- Good organisational and IT skills - ability to work well in Google Shared Drives, to format Word.Doc and Excel spreadsheets to professional standards (highly desirable)

- An understanding of data security, and an ability to follow charity data protocols - you will be trained for this
- Knowledge of employment rights and social security entitlements in the UK
- Knowledge of at least one European language
- Flexibility and ability to work on different tasks in parallel
- Commitment to, passion for and belief in the organisation's aims
- A curious mind, a desire to keep learning and sharing knowledge.

The successful candidate will be required to pass a basic DBS check before appointment.

Line manager

The line manager for this position is Raluca Enescu, who is the Manchester Project Lead. Ms. Enescu is responsible for delegating and supervising tasks, for suggesting training and recording any grievances.

Pay and Schedule

Schedule. The position is for one full day a week (7h). Most of the casework takes place on Saturdays (5h), when the Employment Rights and Employability Clinic in Manchester is open. You will also be expected to distribute a small portion of the hours (2h) during the week, to keep up with emails, attend training, or join team meetings.

Location. For as long as the government recommends working remotely to prevent the spread of the coronavirus, service provision is conducted remotely. Casework happens via email and over the phone, and all service providers are provided with handsets and a laptop to assist with this. If and when the government position changes, recommending a return to the workplace, the Employment Rights and Employability Clinic will return to its usual place: Manchester Central Library.

Pay. The gross pay for this position amounts to £12/hour, or £3,612 for 43 weeks (roughly 10 months) of work.

Duration. This position is funded by the European Social Fund, for a period of 43 weeks (roughly 10 months). The Work Rights Centre has every intention to continue supporting the Manchester Employment Rights and Employability Clinic, and will seek to extend this, subject to funding.

How to apply

Please send a CV to raluca.enescu@workrightscentre.org accompanied by a short cover letter and a CV, addressed to Raluca. The deadline for applications is the 20th of June. Interviews will be conducted the week commencing 22nd of June.