

# Job Description

## Service Provision Assistant

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 understand their employment rights, access employment rights that have been breached, or move into better paid, more secure employment.

## About Service Provision

Service provision constitutes the core activity of the Work Rights Centre. Every week 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 such as 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 responsibilities of this position involve a level of hands-on service provision, a level of data monitoring, but also an element of outreach and, occasionally, development.

### 1. Active service provision: employment rights and employability

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 manage 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 consent-form 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 bosses 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

You will be responsible for the monitoring and collection of client data in a courteous and professional manner, as well as a range of administrative duties, as required.

## 3. Outreach and development

You will also be expected to help with outreach, with a particular focus on under-represented migrant groups. Outreach may take the form of social media engagement via translation and posting, live FB sessions, drafting (or contributing to the drafting of) information sessions. Lockdown rules permitting, you may also be required to hold presentations in community hotspots - such as, but not limited to, schools, libraries, places of worship, and shops.

Development work is generally focused on cultivating a good relationship with stakeholders in the employment rights scene (such as, but not limited to, other charities, funders, local authorities, diplomatic missions). This may consist of attending training sessions, taking notes, and sharing them with the team; attending meetings, drafting a summary of action points and circulating them to the team.

## Key skills

It is essential that you possess at least a year's experience in working with vulnerable individuals and collecting data thoroughly, that you can demonstrate an ability to maintain clear professional boundaries with service users, and ensure compliance with Work Rights Centre policies and procedures. This also translates into:

- Experience in working with vulnerable adults, with a view to diagnose, and address, social mobility issues (essential)
- Excellent communication skills (written and oral) and the ability to communicate clearly, sensitively, and confidently with a wide range of people and on a wide range of media: online and in person (essential)
- Knowledge of employment rights and social security entitlements in the UK (essential).
- Familiarity with Modern Day Slavery and the National Referral Mechanism (desired).
- Proficient Romanian-speaker (essential).
- Excellent organisational skills: timeliness, courtesy, professionalism, an ability to learn and share information (essential).
- Experience in resourcing information on a wide range of issues; with the aim of referring to relevant organizations and services.
- Good IT skills: ability to work in Word and Excel to a high standard, as well as use Google Drives and remote work platforms.
- Flexibility and ability to work on different tasks in parallel.
- Commitment to, passion for and belief in the organisation's aims.

Fundamentally, even if you are not sure whether you have all the skills, if you share our mission and our interest in employment justice, and you trust your ability to work with vulnerable individuals, learn fast, and master your time, we encourage you to express interest. This job comes with a steep learning curve, but you will be trained, guided, and made to feel like a part of the organisation every week. We can also discuss flexible work arrangements.

## Pay, schedule and duration

**Schedule.** The position is for 37.5h a week, starting in Aug / September 2021. We will do everything possible to establish a regular schedule of work, but you may be asked to join in outreach events on evenings and weekends.

**Location.** In line with the government's lockdown requirements, most of the work happens remotely, but this is likely to change soon. When we transition from remote work, our service provision work will take place at the London Office, in the Borough of Brent. The office is equipped with screens, masks, and disinfectant, and the team is committed to providing a safe and stimulating working environment. Outreach activities may take place across London in areas with well-established migrant communities.

**Pay.** The gross salary for this position is £24,180/year. This reflects a schedule of 37.5hours/week, at a rate of £12.36/hour.

**Duration.** This position is funded for a period of 12 months. The Work Rights Centre has every intention to continue supporting it, and will seek to extend this, subject to funding.

## Line manager

The line manager for this position is Lora Tabakova. Mrs. Tabakova is responsible for delegating and supervising tasks, for suggesting training and recording any grievances.

## How to apply

Please send your CV and Cover Letter to [lora.tabakova@workrightscentre.org](mailto:lora.tabakova@workrightscentre.org) and [olivia.vicol@workrightscentre.org](mailto:olivia.vicol@workrightscentre.org) by the 08th of August, 23:59. Remember to tell us in your Cover Letter how you meet the skills listed in this Job Description, drawing on clear, concrete examples from your experience. Successful candidates will receive an interview invitation on the 12th of August. Interviews and a short written test take place online, between the 13th and 16th of August.