



SUPPORT AND OUTREACH WORKER

JOB DESCRIPTION

ABOUT DORAS: Doras is an independent, non-profit, non-governmental organisation working to promote and protect human rights since the year 2000. Our core areas of work include Direct Support, Advocacy & Campaigns, and Integration Support.

PURPOSE: The Support and Outreach Worker will work in close collaboration with the other members of the Direct Support team, providing information, referral pathways, personal support and advocacy to rights holders. The successful candidate will assist in the provision of one-to-one supports on a range of issues including access to education, housing, and employment opportunities. The role will also entail outreach to communities and Direct Provision centres.

ROLE TITLE: Support and Outreach Worker

REPORTING TO: Direct Support Manager

LOCATION: Limerick

HOURS: 35 hours per week

DURATION OF CONTRACT: 12 months. Will be extending if funding is available.

DUTIES & RESPONSIBILITIES

- To provide one-to-one support on a variety of areas affecting asylum seekers, refugees and migrants
- To work closely with the Doras Direct Support Team, providing support and advocacy
- To link rights holders with relevant mainstream services, where appropriate
- To reach out to and support clients transiting from living in Direct Provision and/or those who have transition in the recent past
- To coordinate and deliver programmes to rights holders where applicable to the role
- To acquire and maintain, with the support of colleagues, an accurate understanding of the relevant immigration legislation and policies relative to asylum seekers, refugees and migrants
- To ensure detailed records of all work are maintained
- To work collaboratively with other organisations and networks where appropriate, both locally and nationally

OTHER DUTIES

- To effectively represent and market the mission, vision and values of Doras at relevant fora.
- To attend and contribute to regular Direct Support meetings and Team meetings.
- To maintain accurate and up-to-date records of all work
- To maintain strict confidentiality of personal information about Doras service users and adhere to Doras policy and procedure in this regard.
- To undertake additional tasks and responsibilities, which may arise from time to time and are incidental to the post
- To carry out duties and responsibilities with due regard to Equal Opportunities legislation and Doras diversity policies.

Person Specification

Qualifications

- A relevant third-level qualification including social sciences/social care, community development or equivalent combination of relevant education and experience;

Experience/Knowledge:

- A minimum of one year's experience in a similar position
- Experience of providing individual support and outreach, preferably to migrants
- Some understanding of immigration policies, practices and legislation in Ireland
- A strong interest in and knowledge of the issues facing asylum seekers, refugees and migrants in Ireland, particularly those who are at risk of social exclusion, poverty and discrimination
- A commitment to human rights based approaches
- Extensive knowledge of social welfare policies and practices
- Experience of report writing
- Experience in information provision and advocating for rights and equality
- An understanding and ability to relate to and work with people across cultures and backgrounds
- Experience of working in partnership with a wide range of other organisations

Skills/Abilities

- Ability to engage with our client group with compassion and empathy
- Highly organised, with the ability to work well under pressure
- To have a flexible and adaptable work approach
- Excellent organisational and time management skills
- Excellent written, verbal, analytical and interpersonal skills
- Exercise good listening and communication skills with sensitivity to cultural communication skills
- Appreciation of the need for confidentiality and integrity
- Well-developed IT skills

- Effectively work as a team member and independently, with a high-level of self-motivation and ability to set and meet goals
- Comfortable working in a busy, dynamic, multi-cultural environment
- Full clean driving license and access to transport.

Application process

To apply, please complete our Job Application Form and return it to recruitment@doras.org by close of business on **22nd May 2022**. CVs will not be accepted as applications.

For further information and enquiries about this role, please contact John the same address.