

## EUSS SUPPORT AND ADVICE WORKER

TGP Cymru is the leading Wales based charity, which supports and represents vulnerable children, young people and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales.



**TGP Cymru Department:** Family Services

**Responsible to:** EUSS Service Co-ordinator

**Location:** North Wales with regular travel throughout North Wales (Covid-19 rules permitting)

**Purpose of role:**

To develop, deliver and coordinate the service to respond to the needs of EU migrant Roma families

**Accountabilities / Responsibilities**

- Raise awareness of the EU Settlement Scheme and the service to Roma communities
- Develop accessible information in community languages
- Run regular advice/engagement sessions for Roma community members, working with partner organisations where appropriate
- Support Roma families to complete EUSS paperwork
- Provide resources on the EUSS process to community groups, schools and agencies working with the Roma community
- Assist the Team Manager to assess the Service's outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users, data inputting and updating
- Comply with the TGP Cymru's policies and procedures to include finance, reporting, data management and safeguarding
- Promote equal opportunities and anti-discriminatory practice through the work undertaken within post
- Undertake such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.
- Network appropriately with colleagues and the community, including developing awareness of TGP Cymru's services amongst relevant professionals

**Performance Indicators**

- Responsible for the delivery of key performance indicators and standards of practice.
- Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements.
- Achievement of service and individual objectives and targets.

**Line management responsibility (as of 31/03/21):**

0

**Budget management responsibility (as of 31/03/21):**

£0

**Grade:**

MS7

**Working conditions:**

30 hours per week with a flexible approach to the working week that will involve some weekend and evening working and occasional stay away from home overnight to attend meetings, conferences or training.

Travel to various locations across North Wales and the UK is also required – Covid-19 rules permitting.

**Qualifications**

- OISC qualification minimum Level 1 or ability to achieve within 3 months
- A professional qualification in social work, youth and community work, or related discipline such as Health and Education (desirable)

**Skills and abilities / competencies**

The post holder will be able to :

- Produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes
- Work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others
- Plan and organise work and manage time effectively
- Communicate effectively i.e. express information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared.
- Be open to new approaches and ideas, respond positively to change and adapt quickly to new situations
- Seek opportunities for continuous learning and professional growth

**Knowledge / Experience**

The post holder will be able to demonstrate a sound understanding and record of achievement in the following:

- Working with children / young people and adults within the community
- Working with migrant Roma children, young people and adults (Desirable)
- Knowledge of issues impacting migrant Roma children, young people and adults in the UK

- Knowledge of the languages used by Roma communities in the UK
- Fluency in one or more of the eastern European languages spoken by migrant Roma communities (Czech, Polish, Romanes, Romanian, Slovak)
- Planning, leading and delivering pieces of direct work with children, young people and /or adults in a participative manner
- Information / Advice giving in a professional capacity
- Safeguarding

**Other**

- Display TGP Cymru values and behaviours at all times and actively promote them in others
- Commitment to equality and diversity
- Full driving licence and have access to transport (*In certain circumstances consideration may be given to applicants who as a consequence of a disability are unable to drive.*)
- Ability to speak Welsh (desirable)