

IRD Duhallow Clg

Job Description

Ukrainian Refugees Support Worker/Translator

IRD Duhallow is a community-based integrated rural development company that delivers a number of programmes directed at all aspects of the rural economy and population, among them LEADER, SICAP, PEIL, Ability, Environment, Training and a wide range of services to the elderly, low income, youth, disadvantaged and unemployed. IRD Duhallow has charitable status and operates in North West Cork, South East Kerry and Mid Cork.

We are currently recruiting a **Support Worker / Translator** to support the Ukrainian Community here who are resettling in Duhallow and surrounding areas following displacement.

Job Title: Translator / Support Worker
Reports To: CEO IRD Duhallow
Funder: This position is funded by HSE South, Social Inclusion Office

OVERALL PURPOSE OF THE JOB:

The Translator / Support Worker is responsible for providing support and translation services to Ukrainian refugees who have arrived into Duhallow and neighbouring areas of North Cork.

The Translation / Support worker role aims to support the re-settlement, wellbeing and integration of newly arrived Ukrainians through information, advice, support, translation, referral and linkages to services. This will involve a community development approach and established referral pathways already in operation in IRD Duhallow, with development of newer mechanisms as required.

The support role will be both practical and holistic, focusing on supporting Ukrainian refugees to access essential services and supports required to re-settle in the community, including facilitating access to social welfare supports, education, access to employment and essential health care, while also seeking to re-build lives and livelihoods, integrate into society, build links in the community, access social supports, and increase health and well-being following displacement from home and family.

SPECIFIC RESPONSIBILITIES:

The Translator / Support Worker will:

- Work closely with the CEO, Board of Directors and Equality Working Group.
- Work as part of the IRD Duhallow team to provide social inclusion supports to Ukrainian Refugees.
- Work directly with HSE 'In Reach' Health Teams in terms of immediate needs. This will be arranged via the HSE Community Worker.

- Meet with newly arrived Ukrainian refugees on a one to one / group basis to provide information in Ukrainian - assess needs, make referrals, links to services and supports.
- One to one support work – work alongside IRD Duhallow development officers in helping to develop individualised ‘care plans’ to support re-settlement process for an agreed case of refugees.
- Accompany refugees on service visits / meeting with stake holders to provide translation, support with advocacy for specific needs as required.
- Outreach to already arrived Ukrainian refugees living in the community to ascertain needs, provide information on supports and services and refer on to supports services as required.
- Maintain records of individuals and families supported in accordance with GDPR requirements.
- Collate and identify generalised support needs and where appropriate devise appropriate mechanisms for linking arrivals with necessary supports and services.
- Identify and meet with community leaders to identify issues and collaborate on overcoming any blocks to accessing services / supports, and to collaborate on devising collective responses where required.
- Liaise with other statutory bodies to highlight specific / emerging / unmet needs among arrivals and advocate for particular supports / services provision to meet identified needs.

The above duties and responsibilities are not intended to be a complete list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

TIME COMMITMENT FOR TRANSLATION / SUPPORT ROLE:

- 19 hours per week - this involves outreach, one to one / group support to refugees, either in person, by phone, text, email, online platforms.
- The post-holder must be available to work flexibly, as necessary, including some evening work.
- Administration includes record keeping, note taking, collation of data, maintenance of GDPR.

TRAINING:

Translator/ Support Worker will receive training including:

- Induction training in IRD Duhallow Clg
- Tusla’s Children First – online eLearning module (3 hours)
- Protection of Vulnerable Adults online training
- Garda vetting will be required – on obtaining the position.
- Other trainings as relevant

PERSON SPECIFICATION:

- Fluent in Ukrainian and English.
- Relevant qualification in a social, health, community or related field
- An understanding of the consequences of war and displacement, including social, economic, health, well-being.
- Empathetic and non-judgemental.
- Good communication skills, written and interpersonal.

- Be able to demonstrate ability to engage with target groups, including group facilitation skills.
- Ability to maintain confidentiality and understanding of the limits of confidentiality.
- Be self-motivated, flexible and able to work on own initiative.
- Good knowledge of community development approach, including addressing social exclusion / isolation.
- Good level of IT skills, including record keeping, database use.



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