

<b>YOUR ROLE</b>	<b>Migrant Community Well-Being Worker</b>	<b>RESPONSIBLE TO</b>	<b>Opp's manager/CEO</b>
<b>YOUR DEPARTMENT</b>	<b>Ethnic Minority Health and Well-Being service</b>	<b>YOUR BASE</b>	<b>WMO Centre</b>
<b>YOUR HOURS OF DUTY</b>	<b>37.5 hours 9 am – 5 pm. Job share available</b>	<b>YOUR DAYS OF DUTY</b>	<b>Monday - Friday</b>
<b>SALARY PER ANNUM</b>	<b>£25,204.68 pa (£12.89 p hr)</b>		

### Main purpose of the role

The overall aim of the service is to identify, engage and support people from within Ethnic Minority backgrounds, including Asylum Seekers and refugees.

You are part of a small team, providing support, advice and information to vulnerable Ethnic Minority residents in Wirral, improving health literacy and facilitating access to a range of public and voluntary services.

You will be expected to work with relevant professionals to provide service users with timely information and promote appropriate access to primary and acute health care services as part of admission prevention initiatives.

You will be providing support, and signpost to your colleagues from other WMO services, to ensure that a seamless service is provided for service users.

Together with other members of the team you will also operate on an outreach basis as part of service user engagement.

The role includes travelling throughout Wirral, and occasionally outside the borough

### Job Description

- To increase access to technology to allow people to be able to access information and support in a timely and appropriate way.
- Support the development of health literacy materials and training materials to support people to access main stream services including easy read communications.
- To increase engagement with local BAME communities and increase their knowledge of what local support is available to them and their families.
- To work collaboratively as a collective to support the needs of the local Ethnic Minority population in relation to overall health and well-being.
- To work across Wirral to support the development of effective service links and pathways with health care teams and other professionals to deliver the service.
- To work with Health Service providers to ensure health improvement materials are made available in different formats and languages.
- To register service users with their preferred GP practice, support them to apply for HC2, and make appointments where this is needed
- To support service users with community health, optician and dental appointments

- Liaise with health professionals and other agencies, to support the wants and needs of service users, and where needed signpost to other Organisation where the support needed is outside WMO's remit
- Establish and implement a variety of engagements mechanisms to make contact with and ensure people from Ethnic Minority backgrounds are able to access the service
- Offer health checks and health MOT for people who are eligible.
- Keep records and produce monthly reports, case studies and PMF, as required by our commissioners

### Person Specification

Native speaking in one of the following languages and with a good command of the English Language and Farsi, and/or Kurdish- Sorani,	Essential
Good communication skills, including oral and written fluency in English and one of the languages mentioned above	Essential
Community Interpreting OCN Level 2 or above.	Desirable
Team player with an open and honest manner and ability to build effective relationships with a wide range of individuals.	Essential
Ability to build strong relationships and work collaboratively with community leaders, local authority and professionals	Essential
Ability to work to and achieve work specific targets and monitor and report as required	Essential
Working and supporting vulnerable adults from Ethnic Minority backgrounds and overcoming social isolation for a minimum of 3 years	Essential
Experience of working/volunteering in the third sector or health and social care organisations	Desirable
Experience of working, either paid or unpaid, in a community setting, using bilingual Skills for a minimum of 2 years	Desirable
Knowledge and understanding of the needs of people from ethnic minority backgrounds, refugees and Asylum Seekers in relation to health and health systems	Essential
Ability to work as part of a team, and use their own initiative	Essential
Respect for confidentiality	Essential
Proficiency in the use of computers for word processing, e-mail and Internet.	Essential
Commitment to working within an equal opportunities and cultural diversity organisation	Essential
Knowledge of statutory and community services in Wirral	Desirable
Willingness to undertake appropriate training and education as part of a commitment to continued professional development	Essential
Preferably to have access to a car, with business insurance, and hold a current, clean driving license	Desirable
Ability to work flexible hours, including evenings and occasional weekends.	Desirable