

**Urgently needed Advisors, Staff and Volunteers
Russian and Ukrainian speaking
Full, part time and volunteer work available**

About us

The Refugee and Migrant Centre (RMC) is an established, multi award winning charity that provides a safe, welcoming environment to thousands of refugees and migrants living in the Black Country and Birmingham.

Our highly skilled and diverse staff team provide a broad range of services including advice and support on immigration (OISC regulated level 1, 2 & 3), employment, welfare, education, ESOL, housing, homelessness, destitution, citizenship, health and wellbeing.

RMC have been assisting beneficiaries to access and sustain appropriate accommodation and improve their housing and living conditions for nearly two decades. RMC also deals with many aspects of homelessness, destitution, rough sleeping, exploitation, etc.

Purpose of the Job:

Why work for us

Our culture is what makes us unique. We encourage an open, honest working environment where people are valued. We're always challenging each other to learn and improve, because we know when we work together, we can deliver better outcomes.

What you'll be doing:

We urgently need Russian and Ukrainian speaking Advisors (both full and part time)

- To offer advice, advocacy and support to service users with various aspects related to their welfare as requested by the management of RMC and funders' requirements.
- To maintain confidentiality in all dealings with service users and ensure their needs are met in a satisfactory and sensitive manner.
- To provide appropriate support and mentoring to any volunteers under supervision.
- To represent RMC at external meetings and events when required by the senior colleagues.
- To maintain effective working relationships with partners and stakeholders.

Flexibility

In order to deliver the stated aims of for this post, a degree of flexibility will be needed, and the post holder may be required to perform work not specifically referred to above. Such duties will fall within the scope of the job within the appropriate pay grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties that are being performed.

Essential skills

- Ability to communicate complex information clearly to distressed clients.
- A proven high standard of communication skills, including written, oral, presentational and inter-personal skills.
- Ability to produce high quality written work to deadline, organisational skills and the ability to manage and prioritise a demanding workload.
- Commitment to equality and diversity.
- Strong commitment to work towards OISC regulation.
- To be fluent in Russian and Ukrainian

Desirable skills

- Experience of advice work dealing with asylum seekers, refugees and vulnerable migrants. Thorough training will be provided for successful candidates.
- An ability to self-motivate and work independently..
- Experience of working in a multicultural environment and sensitivity towards other cultures.
- Educated to degree level or equivalent.
- A proven record of team work and flexibility.
- Excellent listening skills and ability to empathise as well as establish boundaries to avoid emotional over-involvement.

What's in it for you?

- A competitive salary
- 21 days holiday which increases with service
- Company matched pension, employee assistance programme, health and wellness support, mental health support
- Training and opportunities for advancement
- Team days / nights out

What we hope you'll do next:

To apply for this role, please fill out our application form which is found on <https://rmcentre.org.uk/work-with-us/>

Equal Opportunities

We're an equal opportunity employer, which means we'll consider all suitably qualified applicants regardless of gender identity or expression, ethnic origin, nationality, religion or beliefs, age, sexual orientation, disability status or any other protected characteristic. We recruit and develop our people based on merit and their passion for creating better outcomes, and we're committed to creating an inclusive environment for all employees.