

Wexford Local Development (WLD) is recruiting a full time **Community Intercultural Health Outreach Worker**. Applications are now invited for this role.

Job Title	Community Intercultural Health Outreach Worker
Reporting To:	Community Development Co-ordinator
Base & Area:	Wexford Town, covering Co. Wexford
Hours of Work:	Full Time (35 hrs p.w.) Monday – Friday, with flexibility required.
Contract:	Initial 12-month contract, subject to continued funding. Probationary period applies
Context Of The Role:	
<p>Wexford Local Development is a non-governmental organisation working to support the development of thriving, resilient communities where people feel connected, are valued and have equal opportunity to reach their full potential.</p> <p>Community Intercultural Health is one of several community-based health & wellbeing projects delivered at local level by WLD in collaboration with HSE Social Inclusion, aiming to reduce inequalities in health and to improve access to mainstream and targeted health services for vulnerable and excluded groups in Co. Wexford.</p> <p>This work is informed by our shared organisational values of respect, equality, leadership, inclusion, and integrity.</p> <p>The Community Intercultural Health Outreach Worker will use a Community Development approach to support people seeking international protection and people recognised as refugees living in International Protection Accommodation Centres in Co. Wexford.</p> <p>The purpose of the role is to improve people’s health outcomes through pro-active & targeted outreach and engagement, through building professional relationships of trust, through empowerment and through supporting access to health services and health information.</p> <p>Wexford Local Development is an equal opportunities employer. Canvassing will disqualify.</p>	

Key Responsibilities & Duties:

1. **Health Advocacy Supports to people seeking international protection and people recognised as refugees:**
 - Support to access health information, referral to, signposting & accessing appropriate health services through targeted outreach in International Protection Accommodation Centres in Co. Wexford
 - Empowerment to self-advocate where possible
 - Build capacity of individuals and families to engage with health services
 - Identify inequalities that may exist in healthcare provision for people seeking international protection and people recognised as refugees
 - Support to access other services & supports with the primary purpose of improving health outcomes
 - Provide assistance where language is a barrier
2. **Participation supports to people seeking international protection and people recognised as refugees:**
 - Use community development principles, values and approaches (empowerment, participation, equality, social justice, collaboration & collective action)
 - Support participation in relevant health groups/fora to inform local & community structures about the health issues and needs
 - Foster the development of leadership within the community with regard to health issues and improving health outcomes
 - Provide cultural knowledge, insights & expertise to health service staff to enhance the provision of culturally competent health services
3. **Facilitate the development of health initiatives for people seeking international protection and people recognised as refugees:**
 - Facilitate the community to identify their key health issues & develop programmes to address same, using collaborative approaches
 - Develop collective responses to key issues that impact on health within the community.
4. **Training, networking and continuous professional development:**
 - As a key member of the broader WLD Community Development Team, participate in team meetings, practice development, training & networks relevant to the role, as agreed with line manager
 - Participate in networks of Intercultural Health Workers, the HSE Social Inclusion Intercultural Health team in the South East region and peer worker support networks, as agreed with line manager
5. **Planning, recording and reporting:**
 - Develop annual community support plan for the purpose of achieving the key performance indicators (KPIs) agreed in collaboration with the HSE Social Inclusion Unit
 - Devise weekly, monthly and quarterly workplans to guide the effective delivery of the programme directly with people seeking international protection and people recognised as refugees living in Direct Provision Centres in Co. Wexford
 - Record and maintain accurate and concise information using WLD's Salesforce Customer Relationship Management system, recording interventions with sufficient detail and clarity, to ensure people can seamlessly avail of multiple supports and services within WLD
 - Maintain the highest standards of integrity and confidentiality and adhere to strict Data

Protection procedures

- Prepare clear, concise & regular activity summaries, progress reports and case studies as requested by the Community Development Co-ordinator, to ensure that the learning from the work is captured and shared within WLD, with our Board, our funders and in relevant policy arenas

6. Other responsibilities:

- Carrying out other duties as may be deemed appropriate by the Community Development Co-ordinator/Senior Management
- Contribute to the effectiveness of the Community Development Team by keeping abreast of relevant programme requirements, company policies and the general policy context within which we operate.
- Ensure that you uphold Wexford Local Development's Code of Behaviour for staff.
- Ensure safe working and operations of your area of work by implementing Wexford Local Development's health and safety policy in full.
- Demonstrate a commitment to the WLD's values, core purpose and vision at all times.

Core Competencies and Skills:

- A demonstrable knowledge and understanding of community development processes, policy landscape and current best practice in the area of social inclusion, equality & health promotion/awareness.
- The ability to work on own initiative as well as part of a team & on collaborative projects.
- Excellent IT, written, verbal, reporting & communication skills
- Group facilitation skills & excellent listening skills
- A commitment to achieving results & high quality standards of community work
- A commitment to continuous professional development
- The ability to manage projects & related budgets within agreed timeframes
- The ability to be flexible and adapt to changing circumstances within the community & voluntary sector
- Technical competence for the area of responsibility

Personal Qualities:

- **Active, curious and empathetic listeners** – capable of outreaching to build strong and positive relationships with people living in the local community, colleagues, health services and other relevant partner organisations.
- **Resourceful** – using initiative and sound judgement to develop practical plans, respond sensitively and appropriately to a range of challenges that may present; whilst having a sense of urgency
- **Organised** – adept at planning and managing a busy workload, organising locally, networking with other service providers, fostering internal collaboration, while at all times working closely with local people in target communities
- **Passionate about social inclusion and equality** – committed to social change & both the task and the process of community development
- **Tech savvy and attentive to detail** – comfortable using a variety of digital platforms to ensure that initiatives developed through the programme are delivered, communicated & recorded accurately

- **Collaborative-** developing positive relationships to achieve goals; understanding of groups and group dynamics; engaging with public bodies
- **Team players-** Strong team players with a positive, enthusiastic, flexible and professional approach to work

Qualifications & Experience:

- A recognised 3rd level qualification (Level 7 NFQ or higher) in a health promotion or community development discipline.
- An understanding of primary health care & an understanding of health policy & practice.
- Experience of working using community development approaches.
- Experience in working with agencies and services.
- A deep understanding of cultural diversity & experience working with people seeking international protection.
- Group facilitation skills, group work skills and a track record in the delivery of supports to marginalised people.
- Planning, evaluation, research, IT and administration skills.
- A commitment to work from an anti-racist and equality work perspective.
- Access to transport and a full clean driving licence as travelling and outreach work will be an essential part of the job.