** **

**Race Equality First**

Discrimination & Hate Crime Casework Officer

Job Description

**Job Title:**  Discrimination & Hate Crime Casework Officer

**Location:** Cardiff

**Salary:** £25,000 per year

**Hours**: Full Time (37 hours p/wk)

**Reporting to:** Chief Executive Officer

**Holidays:** 28 Days per annum

**Purpose of Job:** To provide a casework service for victims of discrimination, hate crime or harassment in South Wales and deliver a range of training sessions and workshops to promote equality and diversity.

**MAIN DUTIES**

1. To assist individual complainants under the Equality Act 2010 and the Framework for Action on Hate Crime.
2. To undertake casework/representation and provide advice and support to victims of discrimination, hate crime and harassment with support from the Chief Executive Officer.
3. To deal with enquiries, preparing all relevant documents and representing complainants.
4. To liaise with statutory and voluntary agencies and community organisations to ensure that there is an effective and co-ordinated response to discrimination, hate crime and harassment incidents reported and to promote this work.
5. To attend relevant forums, networks, working parties etc to promote equality and especially racial equality policies and practices and discrimination casework.
6. To identify social policy issues arising out of individual casework.
7. To maintain up to date casework records and monitor all incidents and cases of discrimination, hate crime and harassment reported to Race Equality First and other agencies.
8. To develop and deliver bespoke equality training to organisations, volunteers, champions and staff throughout Wales around: Equality and diversity; Health and ethnicity; Cultural, ethnic and religious identity; Barriers to engagement; Hate Crime; Providing accessible and culturally sensitive services.
9. To support casework volunteers.
10. To assist in fund-raising when required.
11. To undertake administrative duties relevant to the post.
12. To work out of office hours when necessary.

GENERAL DUTIES

1. To maintain high standards of customer care, treating members of the public and partner agencies with sensitivity and respect.
2. To ensure that all required information is kept confidential and maintain discretion on sensitive issues.
3. To undertake relevant training as necessary to enhance personal skills and professional development.
4. To undertake other duties as may be reasonably requested by the CEO.

**EQUAL OPPORTUNITIES**

Race Equality First is fully committed to the active promotion of equal opportunities as an employer, and in the provision of all its services. It is the responsibility of every member of staff to ensure the practical application of this policy.

**HEALTH & SAFETY**

Under the Health & Safety at Work Act, all employees are required to maintain awareness of own and others’ Health and Safety and comply with Race Equality First’s Health and Safety Policy and procedures**.**

**Person Specification**

The successful candidate will have the following:

**Knowledge**

1. Knowledge of the Equality Act 2010.
2. Knowledge of the Framework for Action on Hate Crime.
3. Degree or equivalent relevant qualification.
4. Full knowledge and understanding of all strands of equality, hate crime, human rights and active citizenship.
5. Understanding and awareness of discrimination, hate crime, especially racism and racial discrimination/hate crime and its impact on individuals and communities.
6. An appreciation of cultural diversity and its place in local communities.

**Experience**

1. Experience of working with ethnic minority communities.
2. Experience of working with voluntary and statutory agencies.
3. Experience of casework or providing advice and guidance, both to individuals and organisations within the context of race equality or equal opportunities in general.
4. Experience of working in a client service environment and the ability to communicate effectively in a supportive way with patience and sympathy.
5. Experience of delivering training and workshops to wide ranging audiences.

**Skills and Abilities**

1. Effective verbal communication skills.
2. Good interviewing skills and ability to obtain and summarise case details accurately and concisely.
3. Ability to produce clear and concise reports and briefings.
4. Ability to make effective presentations and represent the organisation externally.
5. Ability to identify issues, influence, negotiate and work strategically towards the resolution of conflicts.
6. Good organisational ability needed to plan and manage a varied workload within the organisation’s annual Work Programme, with the ability to work on own initiative as well as part of a team, prioritise own workload and work under pressure and within deadlines.
7. Good computer skills and knowledge of all Microsoft Office software packages (Word, Access, PowerPoint, Excel and Outlook Express) and competent in the use of database and spreadsheet technology (additional training can be provided).

**Work Related Circumstances**

1. The ability to undertake evening and weekend work when required, for which time off in lieu will be given.
2. To undertake training from time to time as required for the post.
3. Willingness to undertake travel throughout the area of benefit.
4. Willingness to undertake other duties requested by the CEO as appropriate to the post.