



SUPPORTING WOMEN IN THE COMMUNITY

## COMMUNITY SUPPORT WORKER INTERNSHIP

### Overview

Amal is inviting applications for the new and exciting 5-month internship program.

The person will be responsible for supporting the Family Support Coordinator in the day to day operations of Amal Women's Association (Amal) projects and services, including making referrals, providing information and support, and building relationships with external organisations. The person will also be responsible for updating and maintaining data, in line with Amal's GDPR guidelines.

The position will be for 3 days a week and requires travel. Child protection training will be provided and the candidate will be required to be Garda Vetted.

### Role description

- . Provide direct support and assistance to our volunteer Family support worker in operational projects and services
- . Provide information and support in a calm and professional manner, to all people accessing Amal's services
  - . Make referrals to relevant organisations
  - . Build and maintain relationships with external organisations, services and NGO's in Ireland
  - . Record and collate person data ensuring the highest level of confidentiality
  - . Adhere to Amal's GDPR guidelines
  - . Work as part of the Amal team

### Person specification

#### *Knowledge & Experience*

- . Experience working in an information and advice setting, community work setting or related field
- . Good knowledge of Muslim cultures, languages and working in intercultural environments .
- Experience work in a multicultural, diverse environment
- . Ability to speak other language (preferable languages are Arabic)
- . Ability to handle complex queries in a calm and compassionate manner
- . Excellent organisation and administrative skills
- . The vision and values of Amal
- . Excellent IT and software skills

#### *Skills*

- . An understanding and knowledge of support and advocacy services, organisations and NGOs in

Ireland . Excellent communication skills interpersonal communication  
. Ability to work well under pressure and maintain composure in stressful situations.

Familiar with the GDPR requirement to protect peoples data

. Driver's license and access to a vehicle [preferred]

***Personal qualities***

. Positive and can-do attitude. .

. Open-minded and compassionate.

. Confident

. Good and open

communicator.

. Excellent and active listener

**Term of reference:**

- The internship will run for a period of 5 months from 1st April until the end of August.

- The internship will work 24 hours (3 days) per week.

- The internship is not paid a salary but will receive a stipend to cover travel and food costs.

- The stipend will consist of a monthly payment.