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**Community Information Guide**

**Job Advert**

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| **Post** | **Community Information Guide** |
| **Salary** | **Voluntary, temporary for 3 months May-July 2020** |
| **Department** | **Working across various departments** |
| **Reports to** | **ACH/Himilo Management & Teams** |

**Job Purpose and Tasks:**

To act as a connector between ACH and people in the wider community, by being a source of support, help and information for them in response to the Covid19 crisis. Working as an extension of various teams across ACH and Himilo, you will be a key source of guidance on where individuals can access knowledge that will benefit them.

You will help facilitate key information into the community via digital methods (to include WhatsApp and Facebook) and word of mouth. This information could be about, but is not limited to jobs available, self-employment support, universal credit applications and general state support for individuals in this time of Covid19 pandemic. Being able to support with form filling is essential for this role.

Volunteers will receive training from ACH/Himilo in various areas of support such as careers, IAG (Information Advice & Guidance), entrepreneurship and general tenant support. You will also be provided with the necessary equipment and data to fulfil the role and reimbursed for allowable expenses (including food and drink by agreement prior to placement starting).

**Key experience required:**

* Good familiarity with the refugee and migrant communities living in Bristol and surrounding areas.
* Arabic, Kurdish and Somali language speakers are strongly encouraged to apply (and other languages are welcome).
* Be able to speak, read and write in English (for help with form filling)
* Be well connected to the communities either from lived experience, work experience or previous voluntary roles.
* Strong knowledge of the issues facing people since the Covid19 pandemic hit.
* Be able to confidently use digital means of communication such as email, Smartphone/tablet use, WhatsApp, Facebook groups etc.
* An ability to work across different cultures and communities is essential.
* Ability to navigate government websites, external databases and search the internet is also essential for the role.

**How to Apply:**

**Please fill out the volunteer application form and return with a covering letter by email to** [**himilo@ach.org.uk**](mailto:himilo@ach.org.uk)

**Please ensure to include the following:**

* **Full name, address (including postcode), email address, contact phone number**
* **Your experience relevant to the role**
* **Previous job history (employed, self-employed and/or voluntary roles)**
* **Details of any DBS check you currently hold (\*Please note a new DBS will be applied for under ACH and the cost will be covered by the company)**
* **Languages you speak and the level at which they are spoken**
* **Level of English (reading, writing and spoken)**
* **Your availability to start**
* **Any other information relevant to the role**