



Role: Intercultural Diversity Coordinator

- Location:** Agile working with national travel and access to the Head Office, Phoenix House, 32-34 Castle Street, Dublin 2
- Reporting to:** Director of Services
- Contract:** 12 Month Fixed Term
- Salary:** €37,925 - €50,964
- Grade:** Grade 3
- Probation:** 3 months
- Hours:** 37.5 hrs per week over 5 days
- Leave:** 25 days
- Pension:** Employer Contributory pension available at completion of probation
- Travel:** The post requires a valid driving licence and the use of a car for business purposes Mileage Allowance Operates. Class 1 Insurance is required.

The Organisation

Circle VHA, Cluid Housing and Respond are three of the largest Approved Housing Bodies (AHBs) in Ireland. Together we are undertaking a joint 'Integration Diversity Standard' Project through a Steering Group comprised of representatives from the participating AHBs. The Intercultural Diversity Standard Project is a dynamic process whereby an Approved Housing Body can achieve a Quality Mark for its work in building sustainable intercultural communities.

The Role

The Intercultural Diversity Coordinator will be responsible for enabling this process in each participating organisation under the direction of a Steering Group drawn from all three AHBs.

The role will be based in Circle Voluntary Housing, Castle St, Dublin 2, who will be the employer. The oversight of the work will be delegated to the project steering group. Under a memorandum of understanding, the coordinator will work under the direction of the steering group to coordinate the Intercultural Diversity Standard Project in Circle, Cluid and Respond.

All participating AHBs are committed to fostering an inclusive and collaborative work environment which values all identities, perspectives, and experiences, and provides opportunities for learning and growth.

Key Responsibilities

The Coordinator will:

- Build the capacity of participating AHBs to implement and develop the five-step Intercultural Diversity Standard Project process. This will involve -
 - Supporting each AHB to establish a coordinating group for the process of reaching the Intercultural Diversity Standard.
 - Developing and ensuring the delivery of an induction process for each AHB's coordinating group. This process could be delivered jointly or separately overseeing activities which support the attainment of the Intercultural Diversity Standard.
 - Supporting each coordinating group to promote the project within its organisation and devising policies, procedures and activities which support attainment of the Intercultural Diversity Standard.
 - Developing consultation processes with tenants, boards, management and staff of the participating AHBs to support whole organisational impact and contribute to sustainable integrated communities.
 - Develop tailor-made action plans with each coordinating group to respond to the issues raised by the inquiry. These may include policy reviews, delivery of training, intercultural activity programmes on estates and other activity.
- The work can involve separate actions within individual AHBs or joint actions between them.
- Access additional funding for programme costs and assess the future sustainability of the role and project.
- Support the work of the overall steering group.
- Coordinate the members of the participating AHBs to ensure a cohesive and efficient approach to all tasks.
- Advise on relevant national policies and guidelines. Consult with relevant groups and organisations to ensure all aspects of the project follow best practice guidelines.
- Oversee ongoing review and evaluation of the project.

General

- To promote sustainable communities by building and maintaining relationships with key stakeholders and engaging in wider organisational and partnership work.
- To work with managers and tenants in participating AHBs in order to embed a culture of tenant engagement in all services provision.
- Provide all services having due regard to the regulatory framework.
- Ensure that up-to-date and accurate information is maintained on all IT systems.
- Contribute to developing strategic plans, service plans, team and individual targets where relevant, in participating AHBs.
- Provide a high-quality, customer-centred service at all times.
- Carry out all duties observing Circle VHA's policies and procedures on health and safety, safeguarding, equality and diversity and data protection.
- Undertake any other duties that are reasonably commensurate with the level of this post.

This job description is not intended to be an exhaustive list but indicates the main responsibilities of the post. It will be reviewed periodically to consider changes and developments and of service requirements.

Person Specification

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.

<u>Education and Work Experience</u>	<u>Essential</u>	<u>Desirable</u>
• Relevant third level qualification in Community Development or related discipline.	√	
• Minimum of 3 years' working in Community Development or equivalent	√	
• Proficiency in IT skills	√	
• Experience of multi-stakeholder project management, including the management of budgets and deadlines, reporting to senior management, monitoring of tasks and all aspects of the day-to-day management of the project	√	
• Experience in conducting research planning and evaluation and possessing good organisational and administrative skills.	√	
• Full, clean and unrestricted Irish driving licence with access to a vehicle	√	
• Experience and knowledge of accreditation and/or other Quality Mark processes.		√
• Experience of working in intercultural settings		√
• Experience or knowledge of appropriate adult learning methods		√
<u>Key Knowledge/Skills</u>		
• Demonstrable understanding of the AHB and social housing sector and the ethos of same	√	
• Understanding of the needs of people from diverse, social & cultural backgrounds and how to improve levels of engagement	√	
• Able to generate ideas to improve service delivery and deliver value for money	√	
• Understanding of Housing Legislation		√
• Understanding of policy/legislation related to intercultural diversity		√
• Excellent time management and ability to prioritise, work to deadlines and meet targets	√	
• Able to communicate confidently and effectively with groups including tenants, staff, external bodies, senior colleagues, Board Members and Councillors.	√	
• Effective negotiating skills and able to resolve, anticipate and prevent problems	√	
• Excellent organisational skills and able to take responsibility, working independently and flexibly	√	
• High level of written English, including ability to write reports and letters	√	
• Fluency in languages other than English		√
• Proficient use of common IT packages, including Microsoft Word and Excel	√	
• Ability to self-manage and work on own initiative and be an excellent team player.	√	

This job description is not restrictive and will be subject to periodic review.