

Islamophobia Hate Crime Caseworker, MEND

- Salary: £22,000 pa
- Contract: 1 Year Fixed Term (subject to 4 months' probation and available for renewal)
- Location: London office
- Reports to: Head of Research
- Hours: 40 hour/week
- Holidays: 20 working days (+ 2 Eid days)

THE ORGANISATION

MEND is a not-for-profit company that was founded in 2008 (as ENGAGE) to help empower and encourage British Muslims within local communities to be more actively involved in British media and politics. We aim to achieve this by:

- Providing critical commentary and analysis on the high volumes of news content and media coverage that maligns Islam and Muslims and foments anti-Muslim prejudice in the UK and across Europe
- Promoting active Muslim citizenship through participation in the British political process and fostering close ties with key political institutions
- Working with Muslim and non-Muslim organisations to ensure that Islamophobia is regarded as just as socially unacceptable as anti-Semitism and other forms of racism and xenophobia
- Working with mainstream organisations and in policy forums and public consultations, such as select committees to provide informed, critical perspectives on policy issues and to ensure an accurate and balanced portrayal of Islam and Muslims in the media

THE ROLE

We are looking for an enthusiastic team player with excellent people skills to join our dynamic team at the head office in London. You will be an essential part of the Islamophobia Reporting Unit (IRU) and contribute to delivering high quality service to the community.

We require a caseworker to manage reports of Islamophobia via online reporting forms as well as telephone calls. The primary functions will be as follows:

- Being the first port of call for victims of Islamophobia
- Providing reassurance to victims
- Recording information accurately
- Keeping a database of all incidents
- Following agreed protocols and processes when recording information
- Having due regard for data protection and privacy of the victims

JOB DESCRIPTION

- responding to and collecting information from hate crime victims with the provided software
- Supporting hate crime victims by providing advice about judicial processes and provisions which exist to help hate crime victims in their search for justice
- Assist research on hate crime by taking part in data collation, interpretation and presentation
- Liaising with Police, local Councils and other relevant agencies about hate crime programs, and support networks for victims
- develop a database of local contacts and working groups to augment and establish more receptive and functional third party reporting centres
- Training local MEND volunteers on dealing with victims of Islamophobia

PERSON SPECIFICATION

Skills and qualifications

- First or upper second class degree in the social sciences or humanities
- Excellent verbal and written communication skills
- Proficient use of MS Office suite (Word, PowerPoint, Excel)
- Excellent and proven experience in working with people answering queries
- Familiarity with regulatory requirements in print and broadcast media in the UK

Personal attributes

- enjoys working with, and helping people
- ability to demonstrate empathy to others
- ability to work under pressure and unsupervised (occasionally)

To apply, please send a CV and covering letter explaining your suitability to the post to:
amina.raouf@mend.org.uk

Closing date for applications – **Friday 3rd March 2017**. We regret, only successful candidates will be contacted.