

Islamophobia Response Unit (IRU) Caseworker

- Salary: £18,000 - £22,000 pro rata
- Contract: 1 year fixed term (with potential extension)
- Hours: 40 hours per week
- Holidays: 22 days paid holiday pro rata + Bank holidays + Eid days
- Reports to IRU Co-ordinator
- Based at London Head Office with some travel required

THE ORGANISATION

MEND is a not-for-profit organisation that was founded to 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 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 organisations to ensure Islamophobia is regarded as socially unacceptable as anti-Semitism and other forms of racism and xenophobia.
- Working with mainstream organisations, in policy forums and public consultations, such as select committees and the Leveson Inquiry to provide informed and critical perspectives on policy issues and ensure an accurate and balanced portrayal of Islam and Muslims in the media.

THE ROLE

Casework, Victim Support & Police Liaison:

- To be the primary contact for victims of Islamophobic hate crime.
- Managing hate crime cases brought to the IRU by corresponding with victims, gathering evidence, and assisting in police reports where appropriate.
- Liaising with local police forces for updates on investigations.
- Managing the IRU Helpline, taking calls daily from victims and witnesses.
- Providing advice, support and referral services for victims.

Data Monitoring and Research:

- Compiling data on hate crime, including victim profiles, perpetrator profiles, geographic distributions, nature of attacks etc.
- Preparing statistics and working closely with Policy Team to produce regular reports and research projects.
- Submitting Freedom of Information Requests (FOI) to local police forces across the UK and compiling national hate crime statistics based on these FOIs.

Awareness Raising:

- Where necessary, assisting the IRU Co-ordinator in delivering workshops within local communities to raise awareness of hate crime and public safety.
- Where necessary, assisting the IRU Co-ordinator in developing public advice resources and education materials.
- Working with MEND's Media Policy Analyst and Social Media Co-ordinator to share victims' stories and successful case studies with wider audiences.

THE CANDIDATE

Essential skills and qualifications:

- Previous experience in victim support or trauma counselling.
- Exceptional interpersonal skills.
- Excellent written and verbal communication skills.
- Proficient use of MS Office suite (Word, PowerPoint, Excel).
- Excellent organisational and time-management skills.
- Ability to work independently and as part of a team.
- Ability to work under pressure and respond to deadlines.
- Creative approaches to problem solving.
- Share a deep passion for MEND's objectives.
- Understanding of British Muslim communities and culture in the current UK context.

THE PROCESS

To apply (or for more information), please:

- email naeem.ibnfarooq@mend.org.uk with the subject as 'Job Application – IRU Caseworker'.
- attach your **CV and cover letter** stating why you are suitable for the role.
- submit your application in Microsoft Word format and anonymise your cover letter as part of our ongoing efforts to ensure unbiased shortlisting for interview.

Closing date for applications: Sunday 28th October 2018 (midnight)

We regret, only candidates shortlisted for interview will be contacted.