**JOB DESCRIPTION - CULTURAL MEDIATOR (CM)**

**Main Purpose of the Position**

Make the bridge between the psychosocial facilitator/ psychologist and asylum seekers with the aim to improve the quality of the services offered fostering the removal of linguistic and cultural barriers and improve the access to health care (included mental health) and different other available services.

**Accountabilities**

* Perform in strict cooperation with the psychosocial facilitator; screening, psycho-education group sessions, as well as individual counseling for identified asylum seekers. The individual consultations or group sessions are driven by the psychosocial facilitator /psychologist.
* Ensure confidentiality and psychological secrecy.
* Support the provision of quality services facilitating the communication between the asylum seeker and the psychosocial facilitator or psychologist (or other staff) by creating a trustful relationship with both counterparts.
* Share with the psychosocial facilitator or psychologist important aspects of the cultural background of the asylum seekers to be considered, in order to improve the quality of services.
* Adapt messages to make them culturally acceptable, avoiding misunderstandings.
* Assure the quality interpreting between the psychosocial facilitator / psychologist and the asylum seekers in their mother tongue making the words used understandable to the asylum seeker and vice versa.
* Apply proactively Psychological First Aid when encountering asylum seekers in distress and refer to the psychosocial facilitator/ psychologist when needed.
* Ensure that the asylum seekers understand the mental health and psychosocial support offered by using the most appropriate vocabulary in order to avoid stigma and facilitating positive coping mechanisms.
* Provide mental health promotion messages and support the creation of material and tools according to the needs identified.
* Proactively provides orientation and information to asylum seekers with regards to the use of the available health care system and other available services.
* If requested, accompany asylum seekers in case of referrals or in case of follow-up in order to facilitate the provision of services.
* Conduct cultural briefing sessions to staff working with asylum seekers (e.g. social services, PHC staff, volunteers, etc.) in order to facilitate the understanding of the cultural background of the asylum seekers and address potential negative consequences of socio-cultural differences, discrimination and tension, in order to improve the provision of qualitative services.
* Share information on a daily basis with your supervisor about certain situations that have caught your attention during the day (e.g. stories about violence, ill treatment, etc.).
* Administrate structured exit interview/satisfaction survey with the asylum seekers on the implementation and quality of the activities.
* Support translation of internal/external documents into the required languages.
* Support the Data Collection required.
* Participate in team meetings, trainings and supervision.
* Declare potential conflict of interest related to the client they are assisting.

**Requirements for the position**

**Education** Essential: Secondary education

Desirable: Degree in social science, social communication or teaching

Desirable: Training in interpretation or intercultural mediation

**Experience** Essential: Significant working experience in similar position, preferably in provision of medical services and/or with NGO´s

Essential: Previous experience in working with asylum seekers or refugees

**Language** Essential: Mother tongue/C2 for the specific language spoken by the asylum seeker (e.g. Kurdish (Sorani)/Farsi or Amharic/Tigrinya)

Essential: Fluent (C2) in English

Desirable: Knowledge of other languages spoken by asylum seekers

**Other** Essential: Good knowledge of culture and health related aspects of the asylum seekers

Essential: Good knowledge of the culture and health system in the UK

Desirable: Official translator and/or cultural mediator qualification

**Transversal competencies**

**Behavioural flexibility**

* Accepts changes without knowing the full reasons for them.
* Accepts new ideas in a positive way.
* Adapts behaviour and actions to the current situation.
* Accepts arguments opposed to their own.
* Is willing to listen and to take on new tasks in their job.

**Stress management**

* Is able to identify causes of own stress.
* Is able to handle personal stressors and/or ask for help when needed.

**Teamwork and cooperation**

* Establishes and maintains a good working relationship with colleagues, is accessible and listens to others.
* Cooperates with the team and supports decisions made.
* Gives colleagues advise or help when asked.

**Service orientation**

* Puts themselves in the situation of the beneficiary to match interventions with individual needs.
* Manage the asylum seekers expectations by giving them the information they need.
* Offers asylum seekers alternative solutions to a problem/situation.
* Has an open-door attitude towards asylum seekers and understands why people act in a certain way at a given time.
* Is open to complaints and suggestions.