

Erasmus Placement Offer Form

EMPLOYER INFORMATION	
Name of organization	East European Advice Centre
Address	Room 18 238 – 246 King Street
Postal Code	W6 ORF
City	London
Country	UK
Telephone	+44(0)20 8741 1288
Fax	
E-mail	volunteering@eeac.org.uk
Website	www.eeac.org.uk
Number of employees	4
Year of foundation	1984
Contact person	Katarzyna Zagrodniczek
Department / Function	Information Campaign Coordinator
Direct telephone number	+44(0)20 8741 1288
Direct mobile	
Direct e-mail address	kasia@eeac.org.uk
Short Description of the Company	<p>East European Advice Centre is a charity that provides information, advice and support to people from Central and Eastern Europe from the 2004 and 2007 EU accession countries: Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia and Slovenia.</p> <p>Our vision is of London being home to Central and Eastern European (CEE) migrants where they can make choices about their families, work and homes, and live fulfilled lives as respected members of local</p>

	<p>communities.</p> <p>Our mission is giving voice and resources to CEE migrants who experience poverty, exploitation and social exclusion in order to help them to make choices about their lives and realize their potential as equal members of communities.</p> <p>In order to achieve our mission we:</p> <ul style="list-style-type: none"> • Encourage integration by facilitating access of Eastern European migrants to all British markets • Work with 1,500 Eastern Europeans a year to help them navigate the British systems • Help 1,000 Eastern European migrants to achieve better quality of life, escape the cycle of poverty and avoid destitution • Offer Eastern European migrants volunteering opportunities to build the sense of common ground and facilitate access to high-quality jobs • Carry out evidencing of needs and research into areas of concern • Voice concerns of Eastern European community in London by outreach, consultation and campaigns <p>East European Advice Centre has three main areas of work:</p> <ul style="list-style-type: none"> • Frontline delivery of information, advice and advocacy for disadvantaged Eastern European migrants in need of help to navigate British systems, develop confidence and skills, and improve integration with the British society • Policy work through research, needs analysis and raising awareness of issues affecting integration of Eastern Europeans into the British society and their living fulfilled lives as valued residents and members of local communities • Awareness raising through information, outreach and campaigns on rights of Eastern Europeans in London and on challenges they face in interactions with statutory services and private markets, such as rented housing or employment
Other	

PLACEMENT INFORMATION

Department / Function	Gateway Assistant
Description of activities	<p>Gateway Assistant supports the EEAC in all aspects of frontline delivery, including dealing with enquiries from the public, assisting advisers in communications and outreach and with in-house research, and helping with evaluation of services.</p> <p>Main duties:</p> <ol style="list-style-type: none">1. Dealing with enquiries<ul style="list-style-type: none">• Dealing with phone enquiries from users, external agencies and other stakeholders• Dealing with enquiries in person• Recording phone enquiries in a telephone log• Liaising with advisers and other EEAC staff in prompt manner2. Assistance to advice and casework<ul style="list-style-type: none">• Providing prompt and accurate assistance to requests from advisers• Providing translation and interpretation where needed, under supervision of an adviser• Assisting service users in accessing public and other services, under supervision from an adviser• Drafting letters and making phone calls on behalf of service users, under supervision from an adviser3. Communications and outreach<ul style="list-style-type: none">• Assisting advisers in organisation and coordination of outreach, learning events and workshops• Providing translation and interpretation where requested, under supervision from an adviser• Collecting case studies' content and other content requested by the communication function, under supervision of advisers and the director• Drafting information sheets and other resources, under supervision of advisers and the director4. Monitoring and evaluation, research<ul style="list-style-type: none">• Collecting data for initial assessment forms where requested by an adviser

	<ul style="list-style-type: none"> • Recording incoming enquiries in the telephone log • Collecting feedback from users • Assisting in evaluation of services • Assisting in ad-hoc and planned research activities
Duration	Min 3 months
Working hours / Weekly hours	7 h/per day; 35 h/per weekly
City	London
Help with finding Accommodation	Can provide common websites for finding accommodation in London
Financial Contribution	None
Other	This is an unpaid position. ONLY candidates eligible for scholarships (Erasmus, etc...) will be considered.

REQUIREMENTS

Oral and written language skills	Proficient of English – reading, writing, speaking
Computer skills	Excellent IT skills (Microsoft Office suite, internet, social media)
Field of study	Law, Social Studies, Administration, Media and Communications, Humanities
Other	<ul style="list-style-type: none"> • Communication skills • Polite and attentive manner in dealing with service users • Understanding of and applying professional boundaries - training provided