**Information for Applicants for both posts**

**1 x Community Development Worker Norwich**

**1 x Community Development Worker South Norfolk/Breckland**

**Contract:** Fixed-term until 30th March 2021

**Starting salary:** £23,111 p.a.

**Holiday entitlement:** Starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays (pro rata for part time employees).

**Pension Scheme:** Contributory scheme in place

**DBS Check** None required

**Closing date: Wednesday 12th September 2019 12 NOON**

**Interview date: Friday 26th September 2019**

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information can be found in our *Privacy Notice for Job Applicants*, which is available on our website [www.voluntarynorfolk.org.uk/about/privacy-policy](http://www.voluntarynorfolk.org.uk/about/privacy-policy)

Applicants are specifically advised to refer to both the job description and the person specification when completing section 6 of the application form. Applicants are asked **not** to attach a CV to their submitted application form, or to enclose copies of references.   
  
For further information about this post please contact Lucy Hogg, Head of Communities on 01603 833819 or [lucy.hogg@bettertogethernorfolk.org.uk](mailto:lucy.hogg@bettertogethernorfolk.org.uk) .

Or Kevin Vaughan, Head of Health & Social Care on 01603 883812 or[kevin.vaughan@bettertogethernorfolk.org.uk](mailto:kevin.vaughan@bettertogethernorfolk.org.uk)

Please return completed applications to: Julia Creusson, Resources & Facilities Manager, Voluntary Norfolk, St. Clements House, 2-16 Colegate, Norwich NR3 1BQ

Or by email to: [hr@voluntarynorfolk.org.uk](mailto:hr@voluntarynorfolk.org.uk)

*Please be advised that only applicants shortlisted for interview will be contacted.*

Thank you for the interest you have shown in this post, we look forward to receiving your completed application.

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**Introduction to Voluntary Norfolk**

From its earliest beginnings in 1969 Voluntary Norfolk has supported and encouraged active volunteering to help keep our communities vibrant and enable people to thrive. Over time, our charity has grown in size and scope, but fundamentally, this goal has always been at the heart of what we do and what we are about. Alongside our delivery of some key direct services, it is what we are best known for and the area in which we have built the strongest reputation.

Aligned to this is the pride we take in supporting Norfolk’s voluntary and community organisations, they are the heartbeat of local community life, helping keep Norfolk’s communities vibrant and healthy. Our commitment is to continue this support, playing our part in making communities ever more caring and resilient – places where people are better able to adapt and respond well to changes in the world about them.

*Our mission is to lead voluntary action to build stronger communities where people are able to work together to improve their lives and fulfil their ambitions.*

To achieve this we aim to:

* Inspire and enable local people to volunteer and help others in their communities
* Support the development of community groups, charities and social enterprises and enable them to thrive
* Drive a partnership approach with the voluntary and public sector to deliver integrated and sustainable services
* Deliver innovative voluntary services to improve the health, wellbeing and the employability of local people

Delivering services in partnership is central to our approach and we work closely with the

Norfolk Community Health & Care NHS Trust and North and South Norfolk NHS Clinical Commissioning Groups to deliver integrated volunteering projects within community hospitals and health volunteer programmes within the community. We also deliver a volunteer driver programme to support non-emergency patient transport services.

Voluntary Norfolk is lead partner for Carers Matter Norfolk (CMN) a carers-led service providing support to unpaid carers. This is delivered in partnership with Carers Council for Norfolk, FamilyCarersNet Ltd and Norfolk & Suffolk Care Support Ltd.

We deliver community development and skills support work in Great Yarmouth as part of the Neighbourhoods That Work (NTW) partnership initiative, which aims to connect local communities to the benefits of economic growth by increasing community resilience. NTW is led by Great Yarmouth Borough Council and we work alongside six other partner organisations, Business in the Community, DIAL Great Yarmouth, Future Projects, Great Yarmouth Refugee and Outreach Support Limited, Great Yarmouth and Waveney MIND and Great Yarmouth College.

We also work in partnership with the Norwich City Council to support digital inclusion, through the deployment of volunteers.

In Norwich and Kings Lynn we deliver Talent Match, a Big Lottery funded programme to tackle youth unemployment and we are a partner in the East Coast College led ESF-BLF Community College project, supporting long term unemployed adults to help them move closer to employment.

Voluntary Norfolk is one of three local VCSE infrastructure providers, working in partnership to deliver the county’s sector support service, we do this by:

* Providing a coordinated programme of training, information and policy updates
* Encouraging a whole systems approach to volunteering and community participation
* Facilitating engagement between public services and the voluntary and community sector

Through our online volunteering platform we provide a volunteer matching service for the VCSE sector, advertising over 600 volunteering opportunities each year; we also deliver capacity building support through volunteering training.

We also provide services in Norfolk through:

* CBR Business Solutions - providing outsourced HR, payroll and Disclosure and Barring Service record checks to a membership of over 200 local voluntary and community organisations.
* Momentum (Norfolk) - supporting high quality services to young people and strengthening local youth services.

Voluntary Norfolk employs 70 plus paid, mainly part-time, members of staff, who are based in Norwich, Great Yarmouth, South Norfolk, North Norfolk and West Norfolk, and are supported by over 600 volunteers.

Voluntary Norfolk is a company limited by guarantee (Registration No. 5616120) and a registered charity (Registration No 1112017) with an elected Board of Trustees.

Voluntary Norfolk’s headquarters are located at: St Clements House

2-16 Colegate

Norwich

NR3 1BQ

Telephone: 01603 614474

Further information about Voluntary Norfolk can be found on our website:

[www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)

**Background to Better Together Norfolk**

A Partnership led by Voluntary Norfolk has been successful in winning a 3 year contract from Norfolk County Council to deliver a service in Norwich, Great Yarmouth and South Norfolk NHS Clinical Commissioning Group areas, to combat loneliness and social isolation. Other partners include Independence Matters, Access Community Trust, Home-Start Norfolk, Opening Doors, Feedback Mental Health and Carers Council for Norfolk. Voluntary Norfolk will lead on delivery of Community Development, Asset Mapping and Volunteering and Digital Inclusion infrastructure support. Three partners, including Voluntary Norfolk will host Life Connectors, whose role is to work one-to-one with people who are experience loneliness and social isolation to support them to become better connected to their communities and feel socially included. Other elements of the service include outreach and identification, peer support and meeting rural needs. Voluntary Norfolk is also providing a Helpline as the front door for the service providing tailored information, support and signposting via telephone and online platforms



**Job Description**

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| **Job Title** | Community Development Worker |
| **Company** | Voluntary Norfolk |
| **Responsible to** | Communities Manager |

**Main Relationships**

Combatting Loneliness & Social Isolation Team (Life Connectors, Volunteer & Digital Inclusion Coordinator, Voice & Outreach Partners, Helpline Support Workers), VN Communities staff, Health & Social Care Manager / Deputy Service Manager, District/Borough/City Council Teams & Early Help Hubs, Living Well Workers (social prescribing), community groups and organisations, local councillors CLSI Strategic Partners: Library Service, Norfolk Community Foundation & Housing Associations, Locality Workers & other Development Workers.

**Main Job Purpose**

Coordinate and facilitate a community-led approach to combatting loneliness and social isolation within a locality. Enable and empower local communities and the individuals and groups within them to initiate social action which helps to create connections and promote inclusion through the realisation of community-led ideas and ambition.

Working with communities to develop plans, resources, relationships and skills that embed resilience and create sustainability, enabling them to devise and lead the delivery of new initiatives that tackle loneliness and social isolation.

Building on the In Good Company campaign to create socially inclusive communities and transform the narrative around loneliness by fostering awareness raising activities that de-stigmatise loneliness and enables conversations with communities that bring down the barriers that perpetuate it.

**Main Duties:**

1. **Relationship Building & Connectivity**

* Foster meaningful connections and engagement between local residents, stakeholders and key service providers, utilising community development approaches to build community capacity in combatting loneliness and social isolation within a locality
* Seek to unlock social capital by understanding the issues, ambitions and needs of the community (both place and interest), drawing on evidence of what works, e.g. success of intergenerational projects in promoting social inclusion across the ages
* Act as a liaison and broker, helping to raise awareness on issues pertaining to combatting loneliness and social isolation relevant to specific communities and providing expertise and links into community groups and local agencies.
* Working alongside local community leaders and stakeholders, develop innovative and creative opportunities for local people to meet, connect and collaborate through building positive, supportive and enabling relationships e.g. Meet-up Mondays, utilising the assets and resources of all partners e.g. Libraries (out of hours opening) / Independence Matters meeting spaces and staff support
* Cultivate and grow a diverse and extensive social network within communities (online or in person), to increase self-organisation, nurture resilience, and improve awareness of issues around social isolation & loneliness
* In partnership with Life Connectors and other key practitioners, support local residents to improve their quality of life, level of social inclusion and general health and wellbeing through improved access to information, local support services and community networks.
* Facilitate and or participate in front-line worker meetings, locality meetings and multi-agency forums as required
* Work as part of the extended Early Help Hub team within a locality, embedding community development approaches and linking to health, social care and social welfare practice

1. **Asset Mapping**

* Utilise Asset Based Community Development (ABCD) as a tool to engage residents in meaningful activities that combat loneliness and social isolation
* Drawing on ABCD and by taking a community-led approach, build a profile of what’s available, links and networks, local strengths and identify gaps and where greater capacity and resilience building is required
* Work with key partners e.g. local councils and Norfolk Community Directory to ensure asset mapping builds and complements not duplicates existing work, is needs led in approach and flexible in delivery e.g. looking at both communities of place and interest
* Support both communities of place and interest to build and develop their own asset mapping e.g. working with outreach and voice partners to produce outputs meaningful to residents

1. **Grants**

* Working alongside local district/city/borough council partners, co-manage a small grants programme (seed funding) to support and grow community leaders and local groups to initiate social action which combats loneliness and social isolation:
  + Proactively managing the application process, supporting individuals and groups from developing and refining their ideas and plans and later working with them to translate into delivery;
  + Coordinating a local stakeholder grants panel and providing an appraisal of each application
  + Evaluating and measuring the impact of grants awarded; feeding in the learning to refine and improve the grants process
  + Work with grant award holders to develop a sustainable approach to embedding their activity or concept

1. **Training**

* Develop flexible and inclusive capacity building support and related training programmes (both formal and informal) for groups and individuals, focusing on the causes and consequences of loneliness and social isolation (for both the individual and the wider community), community leadership skills, event and group management, identifying and developed strength-based assets and on sustaining and embedding participation

1. **HR**

* Positively participate in the staff development programme, including service monitoring, coaching and personal development planning, supervision, and appraisal / performance reviews, in line with the performance and quality management framework and staff competencies and capabilities framework.
* Contribute to the ongoing monitoring, evaluation and review of the Community Development function within the Combatting Loneliness & Social Isolation service.

1. **General**

* Ensure practice is underpinned by core Community Development values; Equality & Anti-discrimination, Social Justice, Collective Action, Community Empowerment, and Working & Learning together
* To work at all times within the values and policies of Voluntary Norfolk.
* To comply with the Health & Safety at Work Act 1974.
* Carrying out additional duties where appropriate which may be allocated from time to time by the Chief Executive and their line manager.
* Promoting equal opportunities and respecting diversity within all aspects of their work.

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| **Person Specification**  **Essential (E) / Desirable (D)**  The person appointed to this post would normally be expected to meet the following  **Experience and Qualifications**   |  |  | | --- | --- | | 2 years’ experience in a Community Development role | **D** | | Good level of generation education at least Level 3 (A Level equivalent) and above | **E** | | Degree qualification e.g. Development Studies, Social Policy, Regeneration or similar relevant discipline or equivalent proficiency | **D** | | Experience of translating social policy into community action | **D** | | Experience of working within the Voluntary or Community Sector | **E** | | Experience of organising, coordinating and publicising community events | **E** | | Experience of partnership and multi-agency working | **E** | | Experience of initiating, developing, delivering and evaluating small projects | **E** | | Lived experience of loneliness and social isolation | **D** | | Experience of co-designing, delivering & evaluating activities and services with a variety of stakeholders, including those with lived experience | **D** | | Experience of working to and successfully managing competing stakeholder expectations | **E** | | Experience of delivering informal and/or formal training to a range of audiences | **D** | |
| **Knowledge, Skills & Abilities** |
| |  |  | | --- | --- | | Knowledge of community development ,involvement, empowerment, & engagement approaches and related methodologies and understanding the link between theory and practice | **D** | | Knowledge and understanding of the Voluntary and Community Sector | **E** | | Ability to translate theory in practice at ground level | **E** | | Excellent written communication skills – ability to write in accessible style and cater for, or tailor, a wide range of audiences | **E** | | Excellent interpersonal skills with the ability to develop good relationships with colleagues, volunteers, partners and local residents & users of the service. | **E** | | Knowledge of project management techniques and methodology | **D** | | Excellent negotiation and motivation skills | **E** | | Knowledge of local services and support for individuals and community groups | **D** | | Ability to give public talks and presentations providing the service and raising issues surrounding loneliness and social isolation | **E** | | Knowledge of data protection legislation and Caldicott Principles | **E** | | Knowledge of Adult and Children’s Safeguarding legislation & practice | **D** | | Ability to work in an anti-discriminatory and non-judgemental approach. | **E** | | Ability to deliver informal and formal training to community groups and professional stakeholders | **E** | | Excellent IT Skills, including the use of office applications, cloud-based systems and CRM databases | **E** | | Ability to work under pressure, prioritising and managing competing demands | **E** | | Ability to analyse and evaluate issues & problem solve effectively | **E** | |
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| **Attributes**   |  |  | | --- | --- | | Integrity in both professional and personal approach | **E** | | Self-motivated, enthusiastic, reliable and able to work collaboratively as part of a team | **E** | | Enabler: helps people grow and empowers others to succeed; builds partnerships and creates collaborative relationships and synergies | **E** | | Inspirer: helps to co-create an inspiring vision and sets direction; encourages others to try new things | **E** | | Self-starter, ability to work without close supervision and demonstrates initiative | **E** | | Able to handle sensitive and confidential information with discretion and diplomacy | **E** | | Flexible and adaptable approach | **E** | | Ability to work effectively with a wide cross section of the population | **E** | | Commitment to continuous professional development | **E** |   **Other requirements**   |  |  | | --- | --- | | Ability to travel across Norfolk in a cost and time effective manner | **E** | |