**Information for Applicants**

**Community Development Worker**

**(Neighbourhoods That Work)**

**Hours:** 23 hours per week

**Contract:** Fixed term until end Sept 2020

**Starting salary:** £23,111 per annum

**Base:** Comeunity Neighbourhood Office, Great Yarmouth

**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 Required:** No

**Closing date: Thursday 22nd August 2019 at 12 noon**

**Interview date: Friday 30th August 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 883819 or** **lucy.hogg@voluntarynorfolk.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

*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, East Coast Community Healthcare CIC 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.

Momentum is our service for youth organisations. Momentum provides infrastructure support through training, DBS service, information and support to those voluntary and community groups working with children and young people. Momentum supports high quality services to young people and works to strengthen local youth services.

Voluntary Norfolk is lead partner for Carers Matter Norfolk (CMN) a Carer-led county-wide all-age support service providing support to unpaid carers & their families funded by Norfolk County Council and Norfolk NHS. This is delivered in partnership with Carers Voice Norfolk & Waveney, FamilyCarersNet Ltd, Norfolk & Suffolk Care Support Ltd and a range of youth and young carers’ organisations across Norfolk. We run the SOS Bus Service, a multi-agency initiative to meet the needs of any person in Norwich’s club land at night time. It is a first point of contact for those whose wellbeing is threatened by an inability to get home; illness or injury, emotional distress or other vulnerability

We deliver community development 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 three other partner organisations, DIAL Great Yarmouth, Future Projects, Great Yarmouth Refugee and Outreach Support (GYROS) Limited.

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

Voluntary Norfolk employs 70 plus paid, mainly part-time, members of staff, who are based in Norwich, Broadland, Great Yarmouth, South Norfolk, Breckland, North Norfolk and West Norfolk, and are supported by over 600 volunteers. Voluntary Norfolk is a strictly no smoking employer.

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 and Momentum can be found on our websites:

www.voluntarynorfolk.org.uk

**Job Description**

**Job Title: Community Development Worker**

**Responsible to: Head of Communities**

**Main Relationships:**

Great Yarmouth Borough Council, NHS Great Yarmouth and Waveney Clinical Commissioning Group, Norfolk County Council (Adult Social Care, Children’s Services Early Help, Public Health), Neighbourhoods that Work (NTW) Partnerships, Neighbourhood Boards, Great Yarmouth borough residents, Voluntary, Community and Social Enterprise (VCSE) sector organisations, and wider Social Sector partners.

**The Role:**

To work alongside ‘Neighbourhoods That Work’ practitioners to coordinate support to medium-sized VCSE organisations assisting organisations to create sustainable revenue streams, develop new delivery models and improve social practices, which in turn provide enhanced and effective services to local residents.

**Main Purpose of the Job:**

To develop partnerships amongst VCSE organisations, commissioners and the wider social sector across the Great Yarmouth borough, increasing collaboration and resilience in the face of shrinking public sector/grant funding. This will include direct investment through the administration of the VCSE Development Fund.

To work with local partners to create community driven approaches to social, economic, and environmental change which integrates with existing Stronger Communities and Neighbourhoods that Works agendas, underpinned by contemporary Community Development theory and practice.

To inform, shape and develop the VCSE landscape in line with the strategic priorities and ambitions of the Great Yarmouth Integrated Commissioning group.

**Main duties:**

1. Arrange VCSE forums where local agents can build new relationships, strengthen existing relationships and develop new ways of working in partnership.
2. Work with other CDWs to develop capacity building networks and a programme of training for small to medium sized VCSE groups
3. Coordinate consultation with the VCSE sector around development needs and coordinate the development of VCSE training/ development workshops
4. Manage a small VCSE Development Fund to enable the purchase of advice and training for VCSE groups, providing a range of tailored and specialist support to improve organisational capacity and capability.
5. Lead on delivery of a VCSE survey to support needs identification and assessment of sector sustainability and growth
6. Work with small to medium sized VCSE organisations to establish good governance systems, organisational policy, and new operating models, eg. Cooperatives and other social enterprises.
7. Identify emerging sources of funding (including commissioning and tender opportunities, income generation and grant funding) for small to medium VCSEs and work with CDW colleagues to develop organisational capacity to access these funds.
8. Support local organisations to adopt or develop methods of working which reduce the need for costly statutory intervention, such as health, social or policing services, by providing in-community support and increasing community resilience.
9. Facilitate dialogue opportunities between VCSE organisations and Commissioning partners to identify and address specific priorities and new or emerging agendas pertinent to Great Yarmouth borough, e.g. social prescribing.
10. Facilitate collaboration between local VCSE services to reduce duplication of work and increase effectiveness, e.g. through streamlining back office systems, identifying co-location options and exploring joint ventures or merger opportunities.
11. Broker mutually beneficial relationships between smaller community groups and established local VCSEs.
12. Maintain effective data records to share with commissioners and relevant stakeholders.
13. Monitor and evaluate delivery using qualitative, quantitative and mixed methods approaches to capture short, medium and long term outcomes for organisations and residents.
14. Work alongside colleagues in partner organisations to inform delivery approaches to the benefit of the local community and wider social sector.
15. Share good practice to assist in the development of the broader social sector.
16. Promote Community Development values according to the National Occupational Standards.
17. Act as an ambassador for Voluntary Norfolk, Charity Backroom and the VCS sector in Great Yarmouth at local, national and international events.

**All Voluntary Norfolk post holders are responsible for:**

Working to the policies of Voluntary Norfolk.

Promoting equal opportunities and diversity within all aspects of their work.

Complying with Health and Safety Regulations.

Carrying out additional duties where appropriate which may be allocated from time to time by the Chief Executive

PERSON SPECIFICATION

(Essential / Desirable)

The person appointed to this post would normally be expected to meet the following: **E or D**

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| Experience and Qualifications  |  |
| 2 years’ experience in a Community Development Officer Role | D |
| A degree or relevant professional qualification | D |
| Experience of working in the Voluntary or Community Sector | **E** |
| Experience of multi-agency and partnership working | **E** |
| Experience in managing and supervising staff and volunteers | **D** |
| Experience of sourcing accredited training and fundraising activities | **D** |
| Experience of organising, coordinating and publicising community events | E |
| Experience of creating sustainable projects | D |
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| Skills Knowledge |  |
| Awareness and understanding of the Voluntary and Community Sector | **E** |
| Excellent negotiation and motivation skills | **E** |
| Ability to identify problems and put forward solutions | **E** |
| Ability to encourage and co-ordinate the participation of voluntary sector organisations in local initiatives  | **E** |
| Excellent written and communication skills | **E** |
| Excellent computer skills | **E** |
| Ability to manage pressure and competing demands | **E** |
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| Attributes |  |
| Self-motivated and enthusiastic with the ability to work on own initiative | **E** |
| A good team player with a willingness to be flexible and adaptable | **E** |
| Creative thinker with the ability to motivate others | **E** |
| An ability to handle sensitive and confidential information with discretion, tact and diplomacy | **E** |
| Highly organised and able to prioritise workloads | **E** |
| Flexible approach to problem solving | **E** |
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| Other requirements |  |
| Access to car | D |
| Ability to work unsocial hours | E |