**Information for Applicants**

**Community Development Worker**

**(Neighbourhoods That Work)**

**Hours:** 37 hours per week

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

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

**Base:** MESH Neighbourhood Office

**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: 22nd August 12 noon**

**Interview date: 30th August**

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**](mailto: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](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, 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, Neighbourhood Boards, The National Lottery Community Fund, Neighbourhoods that Work (NTW) Partnerships, local residents, Public Sector partners, voluntary and community organisations.

**The Role:**

Our Community Development Work centres around building Stronger Communities, supporting local people to identify ‘what matters most’ and to bring about social change in a specific geographic area within the Great Yarmouth borough. You will work with the Neighbourhood Manager, patch team and resident-led board in developing strengths based collaborative approaches to developing capacity and resilience within communities, whilst addressing key agendas around employment and skills, wellbeing and cohesion. Developing frameworks of community participation that are inclusive and empowering for local residents and supportive of the voluntary and community sector are key to the role. To build resilient, supportive and caring communities in neighbourhoods that residents are proud to live in, you and the team will work with individuals, families, neighbourhood groups, community associations, VCSE organisations and whole communities to support them to:

* identify assets, priorities, opportunities, rights and responsibilities;
* plan what they want to achieve and take appropriate action;
* develop activities, projects and community based services to build stronger communities.

**Main duties:**

1. To develop innovative and creative opportunities for local people to meet, connect and collaborate in order to build positive, supportive and enabling relationships in neighbourhoods.
2. To bring resident groups together in naturalised environments to identify common actions and shared interests, to create and sustain benefits for the wider community.
3. To support local residents to improve their quality of life and general health and wellbeing through improved access to information, local support services, community based organisations and community networks.
4. To help grow a diverse and extensive social network within communities, to increase self-organisation, build social capital, nurture resilience, and improve awareness of issues around social justice.
5. To foster meaningful connections and engagement between local residents, stakeholders and key service providers, utilising community development approaches and related methodologies to support the growth of locally-led and community-based solutions to community priorities.
6. To develop and co-ordinate a variety of activities in partnership with voluntary and community groups which are innovative, sustainable and accessible for local communities to become involved in their design, delivery and evaluation.
7. To work creatively to develop sustained participation of residents in neighbourhood level decision making (including neighbourhood boards), ensuring flexibility and inclusivity, and supporting local residents to collaboratively agree local priorities, actions, activities and strategies.
8. To provide leadership, co-ordination and supervision to a team of Community Connectors volunteers and interns, including inductions, team meetings and work planning.
9. To support the development of neighbourhood focused community resilience groups, to enable resident-led preparedness, response and recovery activity regarding local emergencies in a specific geographic patch.
10. To provide guidance and support to VCSE groups in capacity building, governance, fundraising, project management, and monitoring and evaluation.
11. Provide individual and group training and development, utilising the VCSE Development Fund, to provide a range of tailored and specialist support to improve organisational capacity and capability.
12. To create a sustainable environment for the voluntary and community sector through working with fledgling and small to medium sized VCSE organisations to develop good governance systems, organisational policy, and new operating models.
13. Identify and support community groups and informal collectives that are looking to incorporate, forming social enterprises, charitable or cooperative governance structures and effective operating models.
14. 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.
15. To enable voluntary sector organisations and resident groups to develop their ability, to be able to effectively measure their impact and quantify their contributions to the local social economy.
16. To organise and facilitate regular community meetings, working groups and community partnerships, including the preparation of minutes and agendas and supporting the development of collective activity.
17. To lead co-ordinated approaches to working with local communities and VCS organisations through facilitating interagency forums where local agents can build new relationships, strengthen existing relationships and develop new ways of working in partnership.
18. Broker mutually beneficial relationships between smaller community groups and established local VCSEs.
19. To facilitate front-line worker meetings, patch meetings and multi-agency forums as required.
20. To ensure practice is underpinned by core Community Development values according to the National Occupational Standards.
21. To deputise for the Neighbourhood Manager across a range of partnership meetings, forums and stakeholder events.
22. To act as an ambassador to Voluntary Norfolk by promoting our services and values and supporting our strategic importance to the sector.

**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 |