
Part Time Community Engagement Service Support Worker Job Description

Note:

Waltham Forest Community Hub (WFCH) expects all its employees to have a full commitment to its Equal Opportunities Policy and acceptance of personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in service delivery.

Designation of Post: Part time Community Engagement Service Support Worker

Job Purpose

The Community Engagement Service Support Worker works as a member of the Community Engagement Service Team within the organisation to support the Community Engagement services offered to residents to help reduce isolation.

All activities will be undertaken in the context of the following general aims:

- The improvement of the **quality** of services to the public.
- Service provision based on **equity** and **equality**.
- The improvement of the **economy**, **efficiency** and **effectiveness** of service provision.
- Extending the organisation's **enabling** role in the development and provision of services to stakeholders.

Major Tasks

Working under the direction of their Line Manager, the post holder helps achieve overall Service objectives and carry out agreed local plans. In particular:

BEFRIENDING

- Undertakes face to face work with senior citizens; and other residents through our lunch club and other activities.
- Supports the Community Engagement Service Manager to develop activities for local residents to help reduce isolation.
- Consults with participants and contributes to provision to meet their needs.
- Contributes to evaluation of sessions and projects with participants and other staff.
- Uses our customer relationship management system to record activities and attendances.

Part time Befriending Service Support Worker JD

- Keeps records and contributes to reports as required by the organisation’s Management Team.

Job Activities

- Manages the weekly lunch club and community coffee morning, to include arranging activities; refreshments etc.
- Supervision of volunteers whilst delivering the service.
- Builds relationships with service users and signpost to other services.

GENERAL

- Works in accordance with core values that promote equality of opportunity, participation and responsibility, and safeguard the welfare of young people and vulnerable adults using the services.
- Works in accordance with policies and procedures.
- Attends staff meetings in order to plan, evaluate and improve work.
- Participates in line management supervision, conferences and training as required.

In common with all WFCH staff the post holder will:

- Ensure that all duties and responsibilities are fulfilled in accordance with the organisation’s Health and Safety Policy.
- Comply with and promote the Equal Opportunities Policy.
- Undertake as directed such additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Previous work experience in delivering community activities. ▪ Experience in project delivery. ▪ Previous experience of working with vulnerable adults. ▪ Understanding of safeguarding issues. 	<ul style="list-style-type: none"> ▪ Previous experience of supervising volunteers.
Special abilities/aptitude	<ul style="list-style-type: none"> ▪ Can use basic IT software ▪ Ability to plan, organise and deliver effective youth work projects. ▪ Understands the needs of vulnerable adults, especially within the local area. ▪ Good communication skills. 	<ul style="list-style-type: none"> ▪ Ability to speak another language additional to English.
Other job specific requirements	<ul style="list-style-type: none"> ▪ Ability to work in the 	

	evening and weekends.	
Education and training	<ul style="list-style-type: none"> ▪ To possess or be working toward some form of youth work, or relevant qualification. 	<ul style="list-style-type: none"> ▪ Safeguarding training.

Disqualifying Factors:

- Indication of sexist, racist, anti-disability, ageist, anti-gay, anti-lesbian, anti-transgender or any other attitudes inconsistent with the Centre's Equal Opportunities Policy.
- Evidence of insensitivity towards the needs of those facing Economic disadvantage.