

Job Description

We Connect in the City– Community Builder

Supported by The City of London Corporation's Community Infrastructure Levy Neighbourhood Fund

Managed by: Health & Wellbeing Programme Manager

Salary: £35,000 per annum, pro rata (0.6FTE- 3 days)

Contract: fixed term 12 month post

Probation: Three months

Hours: some evenings and weekends required

Based: Required to attend venues and locations across the City and Hackney.

Holiday: 30 days + bank holidays

Shoreditch Trust is working to create a future free from inequality. Our people-focused and peer-support approach enables us to model our services around the needs of those we support, facilitating individual and community leadership and development and encouraging people to achieve their goals.

Shoreditch Trust has over 20 years' experience and specialist expertise in designing and implementing community-based health and wellbeing programmes.

We support communities in the City of London, Hackney and neighbouring boroughs to improve their health and wellbeing, develop social networks, and build skills and opportunities for meaningful employment.

Our focus is on working with people who experience health, economic and social inequality, including women in pregnancy and early parenthood, young people not in education or work who are at risk, stroke survivors, socially isolated older people and those experiencing long term health and social issues.

Purpose of this post

To build relationships with residents, community leaders and organisations in the City of London in order to:

- Facilitate engagement into We Connect and wider programmes
- Build community leadership opportunities
- Reduce social isolation and loneliness
- Improve wellbeing
- Working effectively with clients from Bangladeshi and Spanish-speaking South American communities.

Job Description

The work plan will be focused on these main areas:

1. 1-2-1 Community Navigation support to residents of the City of London
2. Build relationships
3. Co design and cofacilitation of activities with local residents
4. Work collaboratively with internal and external colleagues
5. Fulfilling administrative duties to the project and provide team cover

1. 1-2-1 Community Navigation support for improved independence, health and wellbeing

- Conduct Community Navigation initial conversations;
- Help people to connect to community-based activities which support them to improve their wellbeing;
- Support people to be active participants in connecting to opportunities important to them;
- Review and follow up to enable people to achieve their objectives;
- Take an approach that is non-judgemental, based on strong communication skills, while considering the whole person's needs and aspirations;
- Support personal choice and positive risk taking while ensuring that clients understand the accountability of their own actions and decisions;
- Where required and as appropriate, refer people to other professionals.

2. Build relationships

- As a regular activity, engage in physical walk abouts and orientation to key venues and people, locations and landmarks including open spaces, contributing to existing directories and information resources;
- Proactively reach residents through door knocking and building relationships with landlords and resident associations;
- Build visibility and trust, using all opportunities to build relationships with residents, community leaders, and organisations;
- Build knowledge and understanding of people's experiences, issues, gaps and needs, ensuring that project is responsive to real life challenges and feeding back to decision makers;
- Participate in informal and formal outreach, organising appropriate and creative engagement activities and messaging including tasters of programmed activities;
- Use all above opportunities for community navigation support and learning;
- Attend network meetings to connect with residents and organisations and to raise awareness of the project's activities;
- Represent Shoreditch Trust and its programmes in a consistent and informed way.

3. Co design and cofacilitation of activities with local residents

- Engage people into opportunities for skills development, co-design and cofacilitation within the project with the aim of building confidence towards leadership roles within project or wider;
- Build participatory principles into all elements of the work, engaging with people as the experts in their own lives, with skills, ideas and solutions for their and their families personal development and/or for project planning, design, delivery and evaluation;
- Ensure that people's experiences of issues, gaps and needs are fully acknowledged and fed into project development and anonymously as project learning into commissioning and strategic conversations;
- Ensure that residents are connected to wider opportunities for codesign, cofacilitation and community leadership.

4. Working collaboratively with internal and external colleagues

- Develop relationships with internal and external colleagues, integrating the programme into wider Trust and local provision;
- Develop the role in line with the priorities of residents and local strategic priorities;
- Support the development of Community Building skills at the Trust;
- Forge connections with people in similar roles across boroughs, regionally and nationally.

5. Fulfilling administrative duties to the project and provide team cover

- Maintain accurate records of client activity and interventions, complete required data and information throughout client journey, enter data onto the client management system and produce regular reports of all activity against reporting standards and KPIs;
- Work to programme KPIs.

Job Requirements

In order to be responsive to the community and to be able to support Shoreditch Trust activities, you will need to be flexible, working some evenings and weekends.

Fluency in Bengali (particularly the Sylheti dialect) and/or Spanish is essential for this role, as you will be required to communicate effectively with clients from Bangladeshi and Spanish-speaking South American communities.

Hours will be agreed on a mutually beneficial basis in line with planned activities. A flexible approach is required to providing support and assistance where it is needed most during crises or emergency responses. This may be as part of an internal response to the needs of individuals/families, or as part of wider-scale local multi- agency response and recovery arrangements.

Person Specifications

Educational achievements, Qualifications, Training and Knowledge

Essential

- Level 3 Health Improvement, Community Development or equivalent relevant qualification or experience

Desirable

- GCSE English and Maths or equivalent qualification, Grade C or above.

Experience

Essential

- A minimum of 2 years' experience working in a public-facing, culturally diverse community setting;
- Setting up a new or consolidating an existing project;
- Working with and developing the leadership potential of volunteers;
- Providing support on a one-to-one basis;
- Providing support in group settings;
- Supporting individuals to achieve their goals;
- Working with people who have experienced or are experiencing challenges with mental or physical health;

Desirable

- A demonstrable track record of successful Community Organising / Building;
- Supporting people to improve their health and wellbeing in a structured, measurable way;
- Working with people at risk of social isolation or who are socially isolated;
- Working in a team;
- Using data management systems.

Job related aptitude and skills

Essential

- Able to speak at least one other language relevant to the local community.
- Able to communicate effectively and sensitively with a wide range of people and to consider different cultures, religions and personal approaches with regards to health and lifestyle;
- Good problem-solving skills and ability to use initiative;
- Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time;
- An ability to support people to find services, advice, guidance and advocacy;
- Able to provide a culturally sensitive service, by supporting people from all backgrounds and communities, respecting lifestyles and diversity;
- Commitment to reducing health inequalities and proactively working to reach people from diverse communities;
- Ability to identify risk and assess/manage risk when working with individuals;
- Able to work from an asset-based approach, building on existing community and personal assets;
- Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines;
- Able to demonstrate discretion when discussing and handling personal information;
- Confident in use of IT
- Able to manage time effectively and independently;
- A strong interest in and commitment to the aims and values of Shoreditch Trust.

Desirable

- A good understanding of the wider determinants of health and wellbeing;
- Good understanding of personal safety;
- Good working knowledge of Microsoft Office software.

Personal qualities

Essential

- Commitment to continuous personal development;
- Ability to work alone, as well as working co-operatively as a team member;
- Willingness to learn about new initiatives.

Shoreditch Trust Values

Our Values guide everything we do with clients, colleagues, partners & commissioners:

Equality: we believe that everyone has the right to lead healthy and fulfilling lives. We support people to recognise opportunities and overcome obstacles to realise their potential.

Connection: bringing people together is at the heart of what we do, forging strong and trusting relationships to enrich our work and the lives of our clients.

Compassion: we believe everyone should be treated with kindness and respect, and recognise that honest and challenging conversations can be as important as encouragement.

Independence: we promote independence, enabling people to make informed decisions and take ownership of their own development.

Flexibility: we strive to respond flexibly and intelligently to people's needs, understanding that there is no 'one-size-fits-all' when it comes to real lives.

Anti Racism

At Shoreditch Trust we realise that systemic racism is an issue that affects us all; we recognise the many ways that racism undermines the health and opportunities of people who are affected; we respond in every way we can to repair the harms that racism causes; and we resist any policies or ways of behaving on our part that may be racist.

Equal Opportunities

Shoreditch Trust is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Through its aims as a charity, Shoreditch Trust recognises that the communities we work with have endured long-term deprivation and under investment. It also recognises the incredible potential of those communities and individuals. We are committed to challenging and changing this situation and to contributing to the creation of a fair, equitable and accessible society.

Shoreditch Trust is committed to creating a diverse and inclusive organisation - a place where we all can be ourselves and reach our full potential at work. We offer a range of staff support programmes, including 4 development days, extensive training opportunities and wellbeing policy and initiatives. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

Safeguarding statement

Shoreditch Trust works with children, vulnerable young people and adults at-risk in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership. Our policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and adults at-risk safeguarding.

Safer Recruitment

Shoreditch Trust places the utmost importance on the welfare and wellbeing of its clients. The selection process will assess the candidate's suitability for the role and explore any gaps or anomalies in the application process. Confirmation of the post is subject to a minimum of two satisfactory references; where eligible, a satisfactory outcome of the DBS check. This is in addition to the necessary information to attend an interview: Proof of identity and proof of the right to work in the UK.