



This post is part funded by the European Social Fund and the National Lottery Community Fund

JOB DESCRIPTION

Job Title: Community Engagement Officer

Responsible to: Project Manager

Accountable to: Board of Directors

Working Hours: 22.50 hours per week (10.75 hours p/w on BBO Bridges Project)
(will include some evenings, weekends and bank holidays).

Location: North Smethwick Resource Centre, Cambridge Road, Smethwick.

Job Overview: To initiate and establish a range of services at the North Smethwick Resource Centre to meet the needs of local residents living in and around Smethwick Town. The post holder will work closely with a range of service providers to develop a seamless service for mainly residents of Smethwick, which incorporates women's development work, and the development and delivery of training and capacity building programmes, and health and wellbeing activities.

Part of this post will also involve working on the BBO programme which is part funded by the National Lottery through Big Lottery Fund and the European Union through the European Social Fund to tackle poverty and social exclusion faced by the most disadvantaged people in England. The Community Engagement Officer's role will be to engage clients living in Sandwell aged over 24 years old who are most disadvantaged and economically inactive, to connect them with specialist services and provide an advisory, support, training and referral service with the aim of moving them into sustainable employment.

Key Relationships: The post holder will work closely with the Project Manager, Community Advice and Support Worker, Community Capacity and Hard-to-reach Development Officer, Chief Officer and other CCF's staff. The post holder will form working relationships with a wide range of statutory agencies and voluntary community organisations.

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To support the organisations vision, values and strategic objectives.
- 1.2 To actively contribute in the implementation of the organisations equal opportunities policies and procedures.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external training activities
- 1.4 To implement the organisation's health and safety policies and practices.
- 1.4 To contribute to the organisations commitment to continuous improvement and quality assurance systems

- 1.5 To participate in organisation-wide projects and tasks
- 1.6 To work in other support service areas to meet the specific needs of workload peaks

2. Particular to the post:

To develop and support the delivery of community based activities particularly targeted at engaging and capacity building of BME communities in the North Smethwick area, moving them into sustainable employment. In particular the appointee will work under the supervision of Project Manager to undertake the following duties and responsibilities:

- 2.1 Plan and co-ordinate the Community Development aspects of the Big Lottery's 'Reaching Communities' Fund Project and BBO Bridges project;
- 2.2 Undertake consultation with residents from the North Smethwick neighbourhood and devise a programme of activities which meets the needs of residents from diverse communities and cultures;
- 2.3 Create working links with statutory and voluntary sector agencies to promote the services available to women at the North Smethwick Resource Centre;
- 2.4 Support the development of community led activities that empower and enable men and women, and provide social and economic benefits, especially to make informed decisions about their lives;
- 2.5 Develop a programme of activities to engage disadvantaged communities in social and economic activities through developing appropriate training and capacity building programmes, Health and wellbeing initiatives;
- 2.6 To deliver targeted interventions with men & women, providing advice, information and guidance in order to progress them into sustainable employment.
- 2.7 Deliver workshops and accredited training provision including undertaking work based learning assessments;
- 2.8 Initiate and maintain effective liaison with community groups and residents to identify personal, social and educational needs;
- 2.9 Develop and assist in the marketing and promotion of services to all residents and community groups in Smethwick as well as in the borough of Sandwell;
- 2.10 Prepare clear and concise reports to CCF's Board of Directors on the performance of the project as a whole, and on potential future developments. This will include matters pertaining to the effective use of CCF's premises;
- 2.11 Undertake periodic evaluation of services and activities in line with the project's monitoring and performance management systems and guidelines;
- 2.12 Assist in liaison with potential partners in the public, private and community sector to secure funding and other resources to provide benefits for the local community and provide all necessary reports and returns to any funders;
- 2.13 Represent CCF's interest at appropriate meetings and forums as and when required, including outside office hours if appropriate;
- 2.14 Undertake any other duties commensurate with the grading of the post;

Person specification:

Attributes	Essential	How Assessed
Qualifications	<ul style="list-style-type: none"> • A good educational background including either a higher or further education qualification • Good Literacy and Numeracy Skills • Good knowledge of English 	<ul style="list-style-type: none"> • Application Form • Interview • References
Knowledge & Experience	<ul style="list-style-type: none"> • A good understanding of the needs of BME communities, particularly women living in disadvantaged inner city areas • Demonstrable experience of project development, particularly in relation to work with women • At least 2 years' experience of working with hard to reach groups including planning and delivery of personal development and capacity building programmes • Experience of project management • Demonstrable experience of community and partnership work • Experience of fund-raising 	<ul style="list-style-type: none"> • Application Form • Interview • References
Skills and Abilities	<ul style="list-style-type: none"> • Good interpersonal & communication skills • Good administrative skills • Good IT skills and proficiency in use of Microsoft Office packages • Ability to work in a flexible manner and on their own initiative • Ability for good time management, handling multiple tasks and meeting deadlines • Can demonstrate an understanding of and commitment to the implementation of CCF's Equal Opportunities policy • Has an awareness of needs of the BAME communities in particular the Bangladeshi community especially in relation to women, young and elderly populations • Preferably Bi-lingual in Bengali (Sylheti dialect) 	<ul style="list-style-type: none"> • Application Form • Interview • References

Personal Qualities	<ul style="list-style-type: none"> • Enthusiastic, caring, friendly, approachable manner • Shows courtesy and respect to others • Discreet and able to maintain confidentiality • Good personal conduct • Keeps up-to-date with current issues in line with the job role • Possesses high standards and values • Receptive to change • Willing and flexible 	<ul style="list-style-type: none"> • Application Form • Interview • References
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The post will be based at North Smethwick Resource Centre; however they will be expected to work at other organisation's sites as required. This job description will be reviewed annually to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the organisation and the aims and objectives of the 'Reaching Communities' & "BBO Bridges" Programme.