

Title: Community Support Worker x2 Posts (16 hours)

Rate of Pay: Living Wage (£9.90 per hour)

Holidays: 28 days plus Bank Holidays (pro rata)

Hours: Flexible working hours are available

Pension: 5% employee with 6% employers

Benefits: Discounted gym membership, Death in Service, Savings Scheme.

Our Vision - Back on the Map works in the heart of the community to empower the people of Hendon to deliver Sustainable Homes and Community Action by creating;

- A Better Place
- A Stronger Community
- An Influencing Role for Residents

Our Values

- Quality and Excellence in all we do
- Respect and Empowerment
- Promoting Equality and Mutual Respect
- Valuing People
- Operating with Honesty and Integrity
- Individual and Community Responsibility
- Delivering Positive Experience
- Passion to Make Positive Impact
- Involving and Consulting Meaningfully
- **Caring and Professional at all Times**

Purpose of the Post: To support with all aspects of community engagement & service delivery in the Community Services Department. The role will involve working with local people to develop and deliver services, build resident capacity; enabling residents to identify local aspirations and enable the community to realise these.

Main Duties:

- Engage local residents and encourage them to get involved in community activities, particularly local people who have not been involved in the past.
- Deliver services against our department priorities; financial resilience, food poverty, housing crisis, cleaner greener neighbourhoods and improved physical and emotional health.
- Signpost local residents to relevant partner agency support services where appropriate.
- Maintain accurate records on activity/participation to evidence involvement and impact of services
- Provide general administrative support as and when required
- Assist in planning and organising community events and celebrations.
- Plan and deliver sessions in line with BotM standard of service delivery.
- Increase the range of services available to residents
- Assist in organising and running regular evening and weekend meetings and activities
- Meet and greet all visitors in a courteous and professional manner
- Raise awareness of BotM work and uphold BotM policies/procedures, and demonstrate agreed values and behaviours at all times

Community Support Worker - Job Description



This list is not exhaustive and may vary without changing the character of the job or level of responsibility. Given the nature, scale and ambitions of the company, the post-holder must be flexible and willing to contribute to wider development needs; ensuring the strategic and operational needs of Back on the Map and its subsidiaries are met.

Personal and business confidentiality must be maintained at all times; as must compliance with all regulatory and legislative requirements, policies and procedures and GDPR.

The Health & Safety at Work Act (1974) and other legislation places responsibilities for health and safety on all employees.

Therefore, it is the post-holder's responsibility to take reasonable care for the health and welfare of themselves and other employees in accordance with legislation and the company's Health and Safety Policy and arrangements.

The post-holder will deal with sensitive information on a daily basis and will be subject to the confidentiality policy of Back on the Map and the Data Protection Act.

The post-holder must carry out their duties and responsibilities with full regard to Back on the Map's Equal Opportunities Policy, Code of Conduct and all other policies.

The post is subject to an enhanced DBS check.

Key Competencies:

- Communication
- Team working
- Self motivation
- Organisation and planning
- Time management

Other Information;

Posts are subject to funding, initially for a period of 12 months. Extension will be dependent on the successful delivery of services, resident engagement and participation.

For an informal discussion about the role please contact Pat Johnston on 0191 514 9063 or email pjohnston@backonthemap.org To apply please send you current CV to vacancies@backonthemap.org