

|                         |   |
|-------------------------|---|
| <b>Job title:</b>       | Senior Community Action Worker  |
| <b>Salary:</b>          | £30,000 per annum.  |
| <b>Hours:</b>           | 35 hours per week (flexible – includes some evening / out of office hours including weekends).  |
| <b>Pension:</b>         | Employee's and employer's contribution matched up to 5% of salary   |
| <b>Annual leave:</b>    | 25 days per annum (up to 5 additional days relating to continuous service).   |
| <b>Tenure:</b>          | Permanent   |
| <b>Based at:</b>        | Sports & Community Centre, 600 Kingstanding Road, B44 9SH (with travel / delivery across Settlement sites).   |
| <b>Responsible to:</b>  | Sports & Community Centre Manager   |
| <b>Responsible for:</b> | Community Action Workers and Volunteers.  |
| <b>Role Purpose:</b>    | To develop, manage, and deliver community activities, action, and programmes that support active living, wellbeing and sustainable change in line with Settlement objectives and funder requirements. |
| <b>Allowances:</b>      | This post qualifies for casual car user allowance.  |
| <b>DBS:</b>             | This post requires enhanced level DBS clearance.  |

### Birmingham Settlement

Since 1899 Birmingham Settlement has been tackling social inequality and disadvantage; supporting people to live happier, more fulfilled lives. Our five organisational objectives are:

- 1) To improve financial resilience – people and communities
- 2) To build individual and community wellbeing
- 3) To develop people – skills, confidence, voice
- 4) To build environmental awareness and action
- 5) To build and maintain a sustainable organisation

We do this by maximising our assets to provide services and activities that support people to overcome the barriers they face and to take positive action on the issues that impact on their lives. Whether it be financial hardship, social isolation, unemployment, or other issues, we provide independent advice and support, wellbeing activities, and training and development opportunities that enable people to gain new skills, build confidence and establish social and community networks that create opportunity and improve lives.

The requirements listed below are broad definitions of the role. Birmingham Settlement reserves the right to amend and/or change these as and when it sees fit in line with changing needs. The post holder is expected, and agrees, as part of their role to be flexible to this end.

### **Key accountabilities/job purpose**

#### **1. Corporate Requirements:**

- a) To positively represent and demonstrate a commitment to the aims, objectives and values of Birmingham Settlement at all times.
- b) To work cooperatively with colleagues offering support, advice, and contributing to the development, induction and training of staff and volunteers.
- c) To work at all times in accordance with, and to assist the development and implementation of policies and procedures for service delivery and Birmingham Settlement as a whole including:
  - a. Equal Opportunities and Diversity
  - b. Safeguarding
  - c. Health and Safety
  - d. Confidentiality
- d) To be approachable and willing to go the extra mile to ensure the best possible outcome for service users; ensuring Birmingham Settlement is the provider of choice; recognising the value of and delivering excellent customer care.
- e) To ensure all service users can feedback, shape, and develop services; to identify their own aspirations and goals, and to direct their own outcomes.
- f) To develop and contribute to integrated working through communication and coordination of service delivery across Birmingham Settlement and its partners.
- g) To contribute to the sustainability of Birmingham Settlement via fundraising and income generation activities.
- h) To be self-administering, and to accurately record and work towards the achievement of agreed organisational, departmental, and individual KPIs and targets.
- i) To undertake training to meet new and developing needs.
- j) To carry out any other duties commensurate with the post as required by Birmingham Settlement.

#### **2. Core Duties:**

To motivate, organise, and support individuals and groups to take action to encourage active living to bring about sustainable community and personal development and positive change. Approaches to achieve local action will include:

- a) Managing and supporting staff and volunteers to ensure individual needs and aspirations are met in line with Settlement objectives.
- b) Working with the Settlement's Volunteer Coordinator, recruiting, developing, and supporting individuals to enable them to take up volunteering roles that will contribute to social change to local communities with a particular focus on sustainability.

- c) Listening widely to adults and young people; encouraging and facilitating conversations to motivate people into action to benefit their lives and communities.
- d) Running, managing, and organising existing, and developing new activities and services in response to individual, community, and funder engagement and needs.
- e) Sharing community organising skills and ideas, supporting individuals to develop their skills and knowledge to be better able to participate in public and community life, to make their voices heard and enhance their personal prospects to achieve individual goals that will help bring improvements to their community.
- f) Establishing and supporting community forums; sharing case studies and identified priorities while enabling individual volunteers and champions to contribute direct.
- g) To develop and maintain an awareness of the needs of service users/ organisations through effective service user engagement and customer care.
- h) To provide evidence-based reports on outcomes and local impact to ensure contract compliance with funders and supporters.
- i) Raising awareness and helping gain support of local business/employers, council officers/members, faith groups, schools, colleges and other interested parties about local priorities and assets – building and understanding local skills and knowledge.
- j) Supporting the development of local means of communication such as social media to raise awareness and enhance local social action.
- k) Promoting the work of Birmingham Settlement, for example, social media and the establishment of local story boards and information galleries in local places such as post offices, hairdressers, libraries and so on.
- l) Responsible for alerting the Sports & Community Centre Manager to areas of shortfall/concern, areas of emerging need within target communities and to suggest and develop strategies for overcoming identified concerns/ need.

### **3. Value for Money**

A key driver for Birmingham Settlement's sustainability must be the consideration of all aspects of value for money. All employees must contribute to this concept through:

- Effective role fulfilment.
- Effective joint working and integration.
- Continual evaluation of personal performance, service user feedback, benchmarking, KPIs
- Promotion of energy saving and cost reduction e.g. recycling, reusing, reducing; responsibility and commitment to energy saving utilities, lighting, PCs, reduced printing.
- Promoting, encouraging, and supporting volunteers.
- Maximising accessibility for volunteers across all service areas.

---

## Person specification

### ESSENTIAL

| Criteria   | Essential | Desirable |
|--|-----------|-----------|
| <b>Experience</b>  |           |           |
| Experience of working as part of a team in a service delivery environment including active living – sports or similar.   | X         |           |
| Experience of working with frontline voluntary organisations and/or individuals within a community setting including service user engagement.  | X         |           |
| Experience of working with communities and an understanding of the sensitive nature of community environments.   | X         |           |
| Experience of collaborative organising and planning e.g., activities and social actions based on identified need.  | X         |           |
| Experience of leading, managing, and mentoring people including consideration to the needs and circumstances of the individual.  | X         |           |
| Experienced in research and report writing.  | X         |           |
| Experience of collating and editing information for targeted audiences.  | X         |           |
| Knowledge and understanding of the impact of health and other inequalities and barriers, wellbeing and prevention, person centred assessment and action planning.  | X         |           |
| Experience of fundraising and income generation / enterprise.  |           | X         |
| Experience of recruitment and coordination of volunteers   |           | X         |
| <b>Specialist knowledge and experience:</b>  |           |           |
| Experience or qualification relating to active living – gym, sports or similar.  |           | X         |
| <b>Financial/Technical skills</b>  |           |           |
| Good numeric ability with an understanding of budgets and the principles of budgetary control.   | X         |           |
| <b>Communication/interpersonal skills</b>  |           |           |
| Ability to work effectively and sensitively with people from a wide range of backgrounds and with different needs; including colleagues, service users, and other stakeholders whose first language is not English, and those with mental health issues. | X         |           |
| Excellent active listening and presentation skills that place the client at the heart of the process.  | X         |           |
| Excellent negotiating skills with the confidence and ability to influence and persuade across service areas and sectors to advocate on behalf of the service user as required.   | X         |           |
| An understanding of the need for, and ability to use tact and diplomacy.   | X         |           |
| Excellent written and verbal communication skills.   | X         |           |
| A willingness to be pro-active and work flexibly and creatively with colleagues and stakeholders as an individual and as part of a team.   | X         |           |
| Excellent time management, administrative and organisational skills.   | X         |           |
| Good working knowledge with confidence around IT / database / social media systems.  | X         |           |
| An understanding of the principles surrounding safeguarding, data protection and confidentiality.  | X         |           |

|   |   |   |
|---|---|---|
| Good understanding of customer care including attitude and skills towards funders, supporters, service users and wider stakeholders.                      | X |   |
| Good working knowledge of social media platforms / electronic communications.   |   | X |
| Creative skills, such as creative writing, photography, or the ability to design leaflets and posters.  |   | X |
| <b>Personal Qualities</b>   |   |   |
| Ability to work on own initiative and be part of a team.  | X |   |
| Flexible attitude towards duties and working patterns to fulfil the requirements of the role including some evening and weekend work (agreed in advance). | X |   |
| Willing to work collaboratively and take an interest in the wider work of Birmingham Settlement.  | X |   |
| Good awareness, understanding and commitment to good practice in equality and diversity.  | X |   |
| <b>Other / General</b>  |   |   |
| Willingness to provide reception and activity session cover/ support when required (sickness/annual leave etc).   | X |   |
| Physically fit with ability to lead sports, gardening and similar, including lifting, digging, planting and similar.                                      | X |   |
| A full clean driving licence with access to a car.  |   | X |

**I understand and agree to the above terms and conditions of my job description/ person specification**

**Signed .....** **Date .....**