



JOB DESCRIPTION - One Croydon Alliance

Job Title:	Community Facilitator
Contract:	12 Month Fixed Term
Grade/Salary:	£12,842 - Including OLW
Hours:	14 Hours Per Week
Location:	Asian Resource Centre of Croydon
Responsible To:	CEO
Stakeholder Relationships:	Community development staff in partner organisations

Introduction

We are seeking a proactive, organised, and confident Community Facilitator to join our growing organisation who is able to prioritise and adapt to work flexibly in a busy role.

Job Summary

In this position as Community Facilitator you will maintain and develop a range of relationships across the Voluntary Community Sector (VCS) and the Alliance partners. The primary responsibility is to facilitate delivery of core components of the Local Voluntary Partnerships (LVP) Programme, working with a diverse range of stakeholders, and alongside other project and programme leads.

About ARCC

The Asian Resource Centre of Croydon was established in 1999 with a view of bringing together Asian Communities & Businesses. Our mission is to support, develop and promote voluntary/community activity that enhances the quality of life in Croydon. Our vision is of an inclusive vibrant and sustainable voluntary and community sector that enhances local quality of life.

Our key outcomes are:

- More effective, responsive services for local people
- Empowered and active communities
- Increased social inclusion and community cohesion
- An increase in social capital
- A strengthening of civil society
- Increased health and wellbeing of Asian communities

One Croydon Alliance

‘Working together to help you live the life you want’

The Alliance vision is to support the people in Croydon to be independent and live longer, healthier and fulfilling lives and be able to access high quality care, in the right place and at the right time, thereby reducing health inequality in Croydon. The aim is to achieve this vision while realising financial sustainability in the system and maintaining improved outcomes.

Key to the ambition of the One Croydon Partnership is the development of active and supportive communities and establishing a structure that signposts and improves access to the wide range of VCS groups. Aligned with the principle of delivering services at a locality level the Alliance has co designed a model for Local Community Partnerships (LCP) that will support and promote collaborative working among local voluntary groups. The model also aims to support local residents and health and care providers to access and use voluntary and community services effectively to promote self-care, reduce social isolation and promote independence.

Community Hubs, set up in each of Croydon’s six localities, will provide more local and accessible pathways for people into social support networks, community-led activities and specialist voluntary and statutory services. They are located in existing VCS venues that are known and accessible to local residents and are open regularly on a set day and time.

Core Functions

- Leading on the set-up, running and evaluation of Community Hubs in 3 localities including:
 - Attending the Community Hub(s) in a lead or supportive capacity on a regular basis
 - Supporting volunteers, residents and service providers with any queries
 - Supporting residents to complete feedback forms and capturing change stories (case studies)
 - Facilitating appropriate partnerships and to strengthen interconnectivity among VCS organisations and working closely with Co-Chairs and Community Builders
 - Lead on culture change from dependency to resilience and supporting Hub members on a strength based approach
 - Working with the One Croydon Project management office and venue hosts to ensure up-to-date governance is in place (such as risk assessment, business continuity, data protection and guidance documents)
 - Ensuring that staff, volunteers and service providers are aware of the requirements of the hub and trained to provide services.

- Participating in the Integrated Care Networks Multi-Disciplinary Teams (ICN+ MDTs) by:
 - Attending weekly ICN+MDT meetings
 - Helping to build relationships and interconnectivity with the wider VCS
 - Make referrals of complex cases identified at Community Hub
 - Identify community solutions in health and social care provision that respond to local need and make best use of existing local assets

- Supporting the Local Community Partnerships (LCPs) events that take place four times a year by:
 - Attending LCP events in 3 localities to build effective relationships with individuals and organisations
 - Presenting updates on the local Community Hub
 - Working with Co-chairs to support local community plans and initiatives and contribute to solutions focused discussions around assets and needs in each locality
 - Promoting LCPs via social media platforms, contact lists and networks
- Manage and maintain communications:
 - Set up and support collaborative talk sessions/workshops in the localities
 - Deliver presentations to promote the Community Hubs as required
 - Engage via social media, email and promotional activities
 - Maintaining a shared database, contact lists and logs on GoogleDrive and MS Teams
 - Maintain the Community Hub schedule on the website
 - Manage flyer/printing requests
 - Respond to regular communications received by email
- Strategy and reporting:
 - Contributing to regular strategy meetings with Alliance partners
 - Working closely with stakeholders in the planning, implementation and review of community Hubs and to develop guidance and policy
 - Collating data onto reporting dashboards, reporting progress on trends, outcomes, opportunities and recommendations in each locality

Key Working Relationships

The post will report to ARCC's CEO. Other key working relationships include:

- Community Facilitator and Connector
- One Croydon Alliance programme management office
- Locality Co-chairs
- Statutory/VCS delivery groups
- Integrated Community Network (ICN+) core teams
- Community Hub host and volunteers
- All ARCC employees are expected to contribute to supporting the core business requirements outside of their specific role (as and when required) and contribute to staff away day, meetings and events.
- Ensure there is cover for the Community Hubs within the Project team during periods of leave.

If you have any queries or are interested in the above vacancy please email us at recruitment@arccld.com with your **full CV** along with a **two page (maximum) cover letter** outlining your experience and plans against the key result areas.

Application Deadline: Wednesday 20th September 2023

PERSON SPECIFICATION

Essential Skills/Knowledge relevant to this role

- Have experience of strategic project management to plan, deliver and measure outcomes of an initiative.
- Good problem-solving skills.
- Confident customer service and presentation skills delivered face-to-face in public spaces.
- Ability to build relationships and work as part of a team.
- Good organisation and time-keeping skills.
- Able to work effectively under pressure and produce quality work with strict deadlines.
- Excellent written and verbal communication skills.
- Experience with report writing and data analysis for management reporting
- Flexible and able to multitask on several different aspects of a project or on multiple projects.
- Be able to work with a diverse range of stakeholders including Statutory bodies (such as NHS and Council), VCS and public.
- Be able to engage with local health systems and service users.
- Ability to research and build strong and thorough knowledge of available resources in the local area via the internet and networking.
- Competent in Microsoft Office Suite (SharePoint, OneDrive, Excel, Word)
- Competent in cloud-based filing.

Desirable

- Previous experience in administration, health and marketing.
- Have previous experience of working in a community setting.
- Experience of using social media and marketing tools such as Eventbrite, Instagram, Canva and Mailchimp.

Attitudes

- Commitment towards challenging and improving ways of working to tackle health inequalities in communities.
- Ability to be flexible and to use your own initiative.
- Able to handle conflict and difficult or sensitive situations with professionalism.
- Be able to be assertive, articulate needs in and escalate queries as required.
- Commitment to personal development and participating in reflective practice.
- Commitment to spending time with others on the project and to work with those in your community.
- Willingness to travel in your local area.

Other information

Equal Opportunities

ARCC is an equal opportunities employer. No job applicant or employee will be discriminated against unlawfully on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference.

Selection for training, development and promotion will be based on an individual's ability to meet the requirements of the job and performance in line with policies and procedures.

Equality and Diversity

The postholder is required to promote equality in service delivery and employment practices. All employees must comply with ARCC's equality and diversity policies, procedures and initiatives.

Health & Safety

The post holder must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these at all times, including ensuring that they act in line with all policies and procedures at all times in order to maintain a safe environment for clients, visitors and colleagues.

Smoking and Health Policy

ARCC endorses the principle that whether people smoke or not is a matter of personal choice but where they smoke is a matter of public concern. The policy on smoking and health protects non-smokers and requires that Croydon's BME Forum premises are smoke-free.

Confidentiality

The confidential nature of the work means that employees working within the function must maintain the strictest security in relation to documentation and ensure that confidentiality is always maintained in accordance with relevant Data Protection and Association legislation. The nature of this post is one of continual development and the duties and responsibilities outlined above may change from time to time to reflect the changing needs of the company. The post holder will always comply with ARCC's standards.

To undertake any such duties as are commensurate with the nature of the job and grade to contribute to the performance outcomes.

Safeguarding Children, Young People and Vulnerable Adults

ARCC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken, and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

JOB DESCRIPTION AGREEMENT

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted with the post holder. ARCC reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service.

The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods, or otherwise balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Post Holder Name:	
Date:	
Signature:	