



JOB DESCRIPTION

Job title:	Community Engagement & Volunteer Coordinator
Service:	FOOD Clubs (Community Hub Project)
Salary:	Grade 2 Point 16 – 19
Hours:	14 hours per week (part time)
Location:	Hollinwood, Oldham, Greater Manchester
Responsible to:	Regional Manager

Summary of job:

To lead on engagement with the community and partner organisations, creating collaborative opportunities that have a positive impact for those who live and work in the Hollinwood area of Oldham. The Community Hub project sits within the Hollinwood FOOD Club, which supports people in the local community to access food at a low cost.

Commented [LR1]: Maybe explain the link with food club?

To establish and embed engagement and participation opportunities that involve and make a difference to communities and result in an active, vibrant Community Hub delivering services that meet the needs of the community.

To lead on volunteer recruitment and diversify our volunteer base and better represent the community in which we deliver.

To work closely with the Food On Our Doorstep team and the wider organisation to ensure that learning is disseminated and strategies for collaborative working are maximised and embedded.

Examples of activities may include for instance, establishing focus groups, organising partner organisations to visit the FOOD Club to promote their services, arranging community events and taster volunteer days.

Commented [LR2]: Maybe add a few examples to give a flavour?

Key tasks and responsibilities:

1. To be an excellent communicator with good relationship building and influencing skills.
2. To be able to work with a wide range of stakeholders (e.g. local charities, children's centres) and ensure there is a collaborative and integrated approach.
3. To use innovative methods to ensure there is engagement and participation of services, recognising the pivotal role of communities in developing integrated services that meet their needs (e.g. running focus groups)



4. To lead on evaluating the Community Hub project, devising and implementing structured processes to capture impact and outcomes (e.g. running surveys, collecting case studies).
5. To develop links with local partners to promote volunteering including the local authority, voluntary organisations (e.g. foodbanks, housing associations) and corporate businesses.
6. To build a community of local volunteers who support and learn from each other e.g. social activities, peer support/buddying opportunities.
7. Log data for reporting internally, externally and to our funders The National Lottery Community Fund, (e.g. record attendance at sessions, take bookings),
8. To keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information to Family Action and the funder as required.
9. To work collaboratively with the Food On Our Doorstep and LifeSkills teams to ensure that learning and opportunities for collaborative working are maximised and embedded.
10. To support volunteer recruitment and seek opportunities for volunteer led delivery of services.
11. To safeguard and promote the welfare of all children and adults.
12. To promote and market the range of activities on offer to the community and other stakeholders.
13. To deputise for the Regional Manager where required.
14. Attend and actively participate in team meetings and other meetings as required by the Regional Manager.
15. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
16. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for the work.
17. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a. Being **people** focused

Commented [LR3]: I wonder if it sounds a bit scary? Maybe tweak a bit?



- b. Reflecting a **'can do'** approach
 - c. Striving for **excellence** in everything we do
 - d. Having **mutual respect** for everyone we work with, work for and support through our services
18. Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
19. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
20. Work flexibly as may be required by the needs of the service, occasionally travel to other areas nationally to share learning and carry out any other reasonable duties as required.

Continue to next page



Person Specification

1. Educated to level 3 or above with a recognised professional qualification in community engagement/development work, health, education **or** equivalent experience within one or more of these fields.
2. Experience of stakeholder engagement/development work.
3. Experience of volunteer recruitment and management.
4. Ability to establish and sustain a broad range of professional partnerships.
5. Ability to engage and involve communities through highly effective engagement, participation, collaboration and communication.
6. Experience of working within a community multi-agency setting using participatory and community development methods to enable communities to become engaged.
7. A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
8. An understanding and commitment to the importance of engaging in your own supervision and the benefits of reflective practice.
9. A commitment to Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
10. Excellent organisational skills, as well as excellent IT skills, including; delivering presentations, experience in report writing and using data to demonstrate impact and outcomes.
11. Ability to work outside of regular business hours and to be flexible to meet the needs of the service.
12. Ability to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services