

# JOB DESCRIPTION

## DESCRIPTION

<b>Job Title</b>	Community Worker Lead / Hub Coordinator
<b>Responsible to</b>	Chief Officer/Operations Manager
<b>Work Base</b>	Victoria Park Community Centre, Bridgwater
<b>Salary</b>	<b>£26,015.24</b>

## CONDITIONS OF EMPLOYMENT

<b>Term</b>	1 year fixed term contract (may be extended if funding available)
<b>Working Hours</b>	Full Time – 40 hours per week
<b>Annual Leave</b>	28 days including bank holidays
<b>Probationary Period</b>	3 months
<b>Notice</b>	1 month, after Probation
<b>Expenses</b>	car use to other locations (Mileage)

## JOB PURPOSE

Diversity Voice is a small Somerset-based charity that helps local people whose first language is not English (EAL). We provide support by offering English classes, interpretation, translation and advice in order to help EAL individuals and communities living in Somerset to overcome barriers to participating fully in the local community.

### **Community Worker Lead (50%)**

The Community Worker Lead will have a key role in Diversity Voice in managing the small team of community workers and engaging with VCSE sectors in Somerset.

### **Community Hub Coordinator (50%)**

The Community Hub Coordinator will be responsible for all aspects of running a Community Hub in Bridgwater. The Community Hub is being set up to provide a wraparound resource for refugees and Ukrainian guests. The role will involve the management of staff and volunteers and the support of refugees, Ukrainian guests and host families in Bridgwater and surrounding areas.

### **COMMUNITY WORKER LEAD TASKS AND RESPONSIBILITIES**

- Line Manage the community workers and make sure they receive the right training to fulfil their roles.
- Provide advice and practical assistance to individuals and groups so that they can engage with or benefit from services and information they are unable to access due to lack of language proficiency, cross-cultural understanding, or other barriers.
- Provide advice and practical assistance to help clients adhere to or fulfil statutory obligations which enable them to remain in and benefit from life in the UK
- Develop an understanding of other support services to which you can signpost clients, and assist them to access these services.
- Engage with stakeholders face-to-face, and by electronic and telephone communication
- Represent Diversity Voice at meetings and events online and face-to-face to promote our services and facilitate networking and liaison.
- With colleagues, organise meetings and events online and face-to-face
- Maintain records and collect data, and comply with internal administration systems
- Analyse data to report about the effectiveness of your (and your team's) work to your manager, the Trustees of Diversity Voice, and other stakeholders
- Report about your (and your team's) work to your manager, the Trustees of Diversity Voice, and other stakeholders and share best practice
- Manage your diary, which will include appointments across Somerset
- Ensure that the values of Diversity Voice are championed and adhere to confidentiality requirements
- Attend training and undertake any other duties that may be reasonably required using the skills you have.

### **COMMUNITY HUB COORDINATOR TASKS AND RESPONSIBILITIES**

- Manage the set-up and running of the Bridgwater Community Hubs on specified days of the week
- Liaise with the Hub Programme Manager regarding all aspects of the Hub, and report to them as required
- Oversee and support the volunteers who will be helping at the Hub
- Oversee and support the English teacher(s) who will be providing ESOL classes at the Hub
- Oversee and support the Ukrainian interpreters who will be providing language support at the Hub

- Maintain records and collect data regarding the use of the hub and types of support provided, in order to measure effectiveness
- Working together with external partners, ensure that the objectives of the hub are met, the objectives being to:
  - Provide a safe space where refugees, guests and host families can meet and socialise
  - Provide a forum where refugees, guests and host families can raise any concerns they may have
  - Assist and empower refugees and guests to become independent and integrate into their local, and wider, communities
  - Assist refugees and guests to access both statutory and community services in their local communities
  - Support the sponsors and host families through their relationship with their guests
  - Provide a pathway for local volunteers and community groups to support and befriend displaced people resident in Somerset
  - Provide ESOL classes

#### GENERAL

- Undertake any other duties that may be reasonably required by the Team.
- Ensure that the values of the Diversity Voice are promoted at all times.
- Promote and adhere to all policies adopted by the Board of Diversity Voice.

You will be required to complete an application to the Disclosure and Barring Service once a year, comply with the terms of the Data Protection Act 2018 and use your own vehicle, which must be roadworthy and appropriately insured.

#### Data Protection Act 2018

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018.

## CANDIDATE SPECIFICATION GUIDELINES

### Candidate Specification

Skills and Abilities	
Ability to create a trusting environment to engage people	Essential

Good IT skills and the ability to use MS365	Essential
Excellent communication skills both oral and written	Essential
Ability to work successfully as part of a team or to coordinate team activities	Essential
Fluency in English	Essential
Speak another language	Useful
Ability to write reports	Essential
<b>Experience</b>	
Working in advice or community work	Essential
Able to manage a team	Essential
Remote working	Desirable
Working with vulnerable groups	Desirable
<b>Education</b>	
Education to degree level in education, social sciences, languages or culture studies	Desirable
General education to age 18	Essential
<b>Specialist Knowledge</b>	
Challenges of living in a new country	Desirable
Understanding of community work	Essential
Understanding of statutory and voluntary services in Somerset	Desirable
Understanding of intercultural integration	Desirable
<b>Work-related Personal Qualities</b>	
Highly motivated	Essential
Team player	Essential
Empathic and non-judgemental	Essential
Well-organised	Essential
Confidence in new situations	Essential
Tactful and diplomatic	Essential

Competences will be assessed by application and interview, and copies of certificates are required