



Community and Volunteer Coordinator

Job Description & Person Specification

Responsible to:	Strategic Director, CSN
Responsible for:	Programme Delivery
Salary:	£22,000 pro rata
Hours:	Part time, 15 hours– 12 month contract with potential to become permanent
Contact:	Alice Morgan - alice@communityspacesnn.org / 07762 324884

Purpose:

At Community Spaces Northampton, we believe in the power of community. We are looking for someone to support our organisation to harness the power of community, and support those living around our centres to feel engaged, connected and well.

As Community and Volunteer Coordinator, you will be responsible for running our programme of Community Hubs at two centres in Bellinge and Rectory Farm. You will support our wonderful network of volunteers and local residents accessing our Community Centres and Hub programme in these areas. The purpose of the role is to coordinate our offer through the hubs, and to nurture and support local residents and volunteers to access opportunities that enhance their wellbeing and improve their lives.

Our Community Hubs support local people living around our community centres to access services at a neighbourhood level, and support people to enhance their wellbeing. You will work with both voluntary sector and statutory partners to ensure that our offer is the best it can be for our local residents, and work on the ground to run the sessions and engage with local people. A major part of the role will be making referrals and signposting to services, and therefore a basic understanding of the statutory services including the welfare system and housing, as well as other support services available across the town is desirable. Training will be provided.

You will support the local residents around the two centres to co-create volunteer opportunities, and work with individuals to develop their skills and experience. You will pull together a training offer for volunteers and community members to access, supporting individuals in areas such as building confidence, developing new tangible skills, and feeling more connected within their community. You will be working alongside partners from across the VCSE sector and other statutory organisations to ensure that the right support is available for our local residents.

Full training will be provided, and you will be supported within the role by our Strategic Director.

While the post is 12 months fixed term, there is potential for the term to be extended subject to funding.

Main Duties and Responsibilities

- Manage a weekly pop-up Community Hub service in two locations; Rectory Farm, and Bellinge – providing advice & guidance, making referrals and signposting for support, and alongside running a Stay & Play café for families, with the support of volunteers.
- Ensure each session is planned with a suitable programme.
- Engage with attendees, gathering local insight to shape our offer.
- Assist in the development of new initiatives and programmes that will benefit the residents surrounding each of the two centres.
- Work closely with partners who use the Hub spaces to coordinate offer.
- Engage with local community members, helping them to discover their skills and aspirations, and to develop and work towards their goals.
- Connect people to and share information about services, activities, groups.
- Encourage a lively, inclusive and cohesive community, mobilised around a shared aspiration.
- Generate appropriate volunteering opportunities and role descriptions, co-creating these opportunities where possible, ensuring they also meet the needs of Community Spaces Northampton.
- Meet and support local residents throughout their volunteering journey, ensuring they are appropriately matched and have access to training for their needs
- Ensure there is appropriate support and training for volunteers through regular contact – both formal and informal
- Monitor, support, motivate and accredit volunteers and their work
- Offer advice and information to both informal and formal volunteers through face-to-face, telephone and email contact
- Represent Community Spaces Northampton when working in the community with local residents, stakeholders, and partners.
- Complete project report forms when necessary.
- Ensure the safety of children and vulnerable adults at all stages by following safeguarding policy and procedures.

- Complete risk assessment forms for Community Hub sessions.
- Assist in the completion of project monitoring and community research.
- The post-holder will be required to support activities in the evening and at weekends.
- To meet regularly with the Strategic Director and attend monthly meetings.
- Undertake an annual review.
- Undertake any other tasks deemed necessary for the post

Person Specification

Essential

- Excellent communication skills and able to demonstrate diplomacy, enthusiasm and calm assurance when dealing with multiple tasks
- Skilled at building relationships and working with hard to reach communities
- Ability to collaborate with partners, and individually using own initiative
- Confidence planning and carrying out new ways to engage with volunteers and local residents in the community
- Good IT competence in Excel and Word, literary and numeracy skills
- Good written and verbal communication skills and be able to clarify and explain instructions clearly
- Ability to deal with any challenging situations appropriately
- Ability to maintain confidentiality in dealings with members of the public, professionally discrete and able to respect confidentiality
- Demonstrate an understanding and awareness of social issues, have empathy with members of the public and be sympathetic to their needs

Desirable

- Experience of working with volunteers, in community engagement, community development, or related
- Ability to self-evaluate and actively seek opportunity for self- improvement
- Team-player, approachable, emotionally intelligent with a sense of humour
- Driving license and vehicle to travel between centres, or means to travel between centres.

About Community Spaces Northampton

At Community Spaces Northampton, we manage eight community centres across the town, providing opportunities for activities, services and experiences that create a greater sense of connection and belonging. We put the needs of the community at the heart of everything we do in order to make a real impact for local people. To find out more about CSN, visit our website www.communityspacesnn.org