



Job Description and Person Specification

Job details

Job title: Community Development Worker

Grade: KBC SCP23-25

Reports to: Communities & Wellbeing Project Manager

Responsible for: N/A

Directorate and Service area:

Adults, Community & Wellbeing; Housing & Communities; Communities & Wellbeing

Purpose of the job

- To provide effective integration and orientation support to families either resettled on resettlement and relocation schemes across North Northamptonshire or short term refugee support programmes.
- To provide practical and emotional support to people resettled or hosted in the UK who may have complex needs to enable them to adapt to life in the UK and live independently.
- To be an active participant within the service, ensuring that individual and families resettled or hosted in the UK receive targeted advice and assistance regarding their situation to enable them to carry out their responsibilities, understand their rights and adapt to life in the UK.
- To build strong partnerships with communities, agencies and services to support people resettled or hosted in the UK.
- Delivery of an effective and appropriate service to all customers, fairly and without discrimination.

Principal responsibilities

1. To work within a multi-agency framework, communicating effectively with colleagues, other professionals and clients ensuring that there is a co-ordinated response to addressing the individual's or family's needs in order to achieve delivery of an effective, holistic and customer focused service.
2. To support organisations offering support to refugees, such as in making plans for their future, e.g., accessing training or education, work experience or voluntary opportunities.
3. To support clients to access organisations to overcome barriers causing social isolation, encouraging access to community groups and recreational facilities.
4. To develop and maintain effective working relationships with a range of voluntary and statutory partners and sustain a network of contacts.
5. To develop community development initiatives that promote links between resettled refugees and the wider community, including established refugee communities.
6. To promote the successful integration of resettled refugees through community initiatives that may include key factors such as health, employment, housing, education and training.
7. To be familiar with and able to provide advice and guidance with regard to safeguarding adults and children and assist with safeguarding referrals.
8. To provide advice and practical support to resettled refugees wishing to set up a community organisation.
9. To provide refugees with information about refugee community organisations and agencies for longer term support.
10. To assist with the integration of refugees into their local community.
11. To be proactive in raising awareness of resettled refugees with agencies promoting best practice in supporting refugees.

12. To identify and work collaboratively and effectively with existing agencies who provide services and support, and to identify and create new solutions to meet identified needs where there is currently no, or limited support or services.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	A Level or equivalent.	Degree or Postgraduate qualification in community development.
Experience and Knowledge	<p>Experience of working with refugees or other vulnerable groups and an understanding of the difficulties faced by newly arrived refugees.</p> <p>Knowledge of the principles and practice of community development and systems change approaches.</p> <p>Knowledge of community organisations and the issues and problems that they face.</p> <p>Understanding of the practical issues involved in setting up a small community organisation.</p> <p>Experience of working with communities to bring about positive change.</p> <p>Experience of administrative work, including maintaining spreadsheets or databases, writing emails, and producing summary information from MS Excel.</p> <p>Experience of working in teams and delivering services to customers.</p> <p>Experience in local government, voluntary or commercial sectors.</p> <p>Experience of working without supervision and under pressure.</p>	<p>Experience in working with vulnerable people who speak English as a second language.</p> <p>Knowledge of the difficulties refugees have in accessing services in the UK and the role refugee community organisations, agencies and the wider voluntary sector have in addressing these.</p>
Ability and Skills	<p>Able to demonstrate understanding of community development in support refugees.</p> <p>Excellent IT literacy skills - Experience of using MS Excel, PowerPoint, Word, and Outlook.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Excellent communication skills (verbal and written), good telephone skills with a range of customers, including those where English is their second language.</p> <p>Ability to seek, retrieve and collate information from a variety of sources and make judgements.</p> <p>Ability to work in partnership with external agencies to achieve positive outcomes for vulnerable families.</p> <p>Planning and organising own workload.</p> <p>Numerical skills & ability to analyse spreadsheets.</p> <p>Excellent attention to detail.</p> <p>Fair and objective decision-making ability.</p> <p>Tact and empathy.</p> <p>The ability to work well individually and part of a team.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Driven by customer excellence.</p> <p>A commitment to equal opportunities and social inclusion.</p> <p>Flexible attitude to working hours and to be prepared to work outside normal office hours on occasion according to the needs of the service.</p> <p>Must be able to travel throughout the county using own transport.</p>	