Community Enabler

Full time- 35 hrs per week
Fixed Term for 6 months
Salary circa: £28-30,000 pa

SHAK is a resident led charity based on the Alexandra and Ainsworth estate in the Kilburn Ward of Camden, London, dedicated to supporting residents and young people living in an area of high deprivation.

Our Mission is to work with local young people and adults to improve well-being, inclusion and life chances by nurturing talents, passions, skills and confidence.

Our Vision is of a place where everyone can live, learn and grow together.

This post is an exciting opportunity to lead an innovative Lottery funded project in a diverse community with high multiple deprivation needs. The project involves empowering residents to sustain and further develop SHAK's response to the Covid 19 emergency and its further impact.

You will coordinate activities such as our volunteer led telephone support service which has been developed in response to needs of residents who feel isolated particularly due to the current situation. You will also develop initiatives to tackle food poverty.

The post holder will work with our Employability and Learning coordinator, Youth Operations Manager and Community Champions Coordinator to engage with people in our diverse community and meet a range of different needs.

To apply

First check the job description and person specification below and then , please send your CV and covering letter explaining why you are interested in the post and how you demonstrate the required skills, experience and personal attributes required.

Email: jobs@shakonline.co.uk

Closing date: 23/06/2020

Job title	Community Enabler
Salary	£28-30,000 p.a.
Contract	Fixed-Term 6 months
Reports to	CEO
Responsible for	Covid 19 response volunteers
Scope & Role Purpose	To coordinate SHAK's response and support residents dealing with the impact of COVID 19. This will involve recruitment, management and support of volunteers.
Key responsibilities	**1. Deliverables/outcomes** ● Identify & engage beneficiaries in need of support. ● Recruit, induct, support and develop volunteers co-producing activities which address local needs ● Ensure effective mechanisms are in place to signpost members of the community to appropriate services ● Maintain accurate records on volunteer support/activities provided to service users engaged in the project. ● Liaise with local partners and stakeholders developing collaborative approaches and referral pathways. ● Manage project budget and maintain records of expenditure. ● Contribute to the delivery of S.H.A.K's business plan, strategic plan and other strategic plans. ● Contribute to the overall success of S.H.A.K including attracting new funding, developing new partnerships, and delivering high quality user experience to support the sustainability of this programme. **2. Management & Leadership** ● Conduct regular supervision and feedback meetings with volunteers ● Source and deliver continuous professional development to volunteers ● Ensure all volunteers understand and maintain a strict policy of confidentiality in their dealings with service users and adhere to all of S.H.A K's corporate policies. **3. Communications and Teamwork** ● Develop cross sector partnerships that enable organisations to work with volunteers to become actively involved in the local community. ● Support the development and use of social media for the purpose of communicating and promoting new services and activities. ● Contribute to the design and production of communications, and arrange distribution to target groups.

	4. Audit and Reporting ● Prepare progress reports to required timescales ● Update monitoring information as needed ● Evaluate impact of activities delivered.
	5. Training and Development ● Take an active role in the community including through personal development plans, assigning relevant roles, promoting good team work and delivery of training workshops ● Complete mandatory training as required ● Attend training and study days, identified within your personal development plan and in line with organisational needs, aims and objectives.
	6. General ● Willing and able to work occasional evening or weekends ● Work within the boundaries of all S.H.A.K's policies and procedures ● Engage in the use of information and communication technology (ICT) in the area you are working and achieve the required level of competence. ● Any other duties that may be reasonably requested.

Person Specification

	Essential	Desirable
Qualifications		
Experience	● Experience of volunteer project management ● Experience of community development and capacity building through volunteering and active citizenship in culturally, ethnically and religiously diverse communities including setting up and facilitating stakeholder/service user networks ● Knowledge of community engagement and empowerment processes and outreach methods,particularly with communities experiencing barriers to engagement. ● Experience of developing community led activities	● Experience of working with volunteer telephone support and/or food poverty projects

	● Experience of project monitoring, evaluation and reporting procedures including establishing effective procedures and systems for collecting and measuring output and impact information. ● A thorough understanding and experience of implementing safeguarding, confidentiality Health & Safety policies and undertaking Risk Assessments within a volunteering programme	
Essential Skills	● Budget management ● Ability to identify, recruit and manage volunteers from a diverse range of backgrounds ● Excellent communication skills including written English and experience of preparing & using a variety of communication methods such as newsletters, promotional materials and social media ● Good networking and partnership development skills ● Good time management, planning, organisational and IT skills with excellent attention to detail. ● An innovative and creative approach to community initiatives and activities ● Excellent organisational skills ● Ability to prioritise own and others' workloads ● Ability to work collaboratively with colleagues, organisations and a wide variety of people ● Ability to work without direct supervision and use initiative ● Ability to deal with and resolve conflict situations ● Excellent administrative skills ● Excellent interpersonal skills	● Knowledge of funding organisations and models

| Personal attributes | • Highly motivated and driven by positive values and commitment to motivating others
• Positive and enthusiastic outlook
• Flexible and adaptable against a background of change | |