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| google.gif | | | JOB DESCRIPTION | | | Form JD1 |
| JOB TITLE: Community Officer | | | | **POST NUMBER:** | | |
| **REPORTS TO** (Job Title): | | | | Communities Team Manager | | |
| **DEPARTMENT:** Communities Team | | | | GRADE: 9 | | |
| **JE REF:** | | 0087 | | PANEL DATE: | 29/06/2021 | |
| **1.** | **MAIN PURPOSE OF JOB** | | | | | |
|  | The postholder supports ward members to engage effectively with their communities, to develop local priorities and to implement action plans to meet these priorities.  They contribute to the council’s approach to supporting resilient communities by:   * Working with partners to build community capacity, supporting the growth of social networks and social action, bringing all sectors together in projects that deliver on local priorities. * Taking a “strengths based” approach, starting from the positive resources and skills found in individuals and communities. * Supporting people and communities to find the help they need to maintain their resilience and independence and participate fully in community life. * Encouraging active citizenship, helping people to come together to define what they want and harnessing people’s skills, gifts, talents and networks. * Contributing to a coherent city wide approach to developing community capacity and partnerships by working with communities, voluntary groups and local providers to establish a local early help offer which supports improved outcomes for citizens at all life stages. | | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | | |
|  | Support elected members to deploy the widest range of engagement approaches to enable them to be effective in their roles as local community champions. | | | | | |
|  | Disseminate available data, feedback from residents and intelligence from partners to support the development of ward priorities, action and spending plans. | | | | | |
|  | Develop, interpret and disseminate high quality information to local communities, community leaders and ward councillors which enables a collective understanding of their communities, contributing to a “asset-based” approach to place and leading to more support and stronger social networks for citizens at all life stages. | | | | | |
|  | Support ward members to convene effective Ward Teams. | | | | | |
|  | Work with internal and external partners to help initiate and develop a diverse range of ward projects that meet ward priorities and build community capacity including developing funding bids where appropriate. | | | | | |
|  | Administer spending of ward budgets. | | | | | |
|  | Contribute to the development and delivery of local area outcome plans working with partners to develop innovative approaches to supporting communities. | | | | | |
|  | Commission services, projects and schemes, both ward and city-wide, using a wide range of commissioning techniques and approaches, including writing specifications, requesting quotations (RFQs), evaluation of tenders, letting of contracts and monitoring and evaluation of the services commissioned in line with CYC procurement regulations. | | | | | |
|  | Build community capacity by supporting the establishment and growth of community groups. | | | | | |
|  | Act as key contact for the council with community of identity groups as allocated and ensure that their voice is fed into the council’s decision-making. | | | | | |
|  | Support the cohesion agenda working with communities experiencing tensions to identify and address issues. Promote and encourage access to support around hate crime and the prevent agenda. | | | | | |
|  | Provide and interpret high quality information to local communities, leaders and ward councillors which enables a collective understanding of what the local area needs in order to develop or offer more support to achieving stronger community and social networks for more vulnerable families. | | | | | |
|  | Support the mapping of local community assets making this information available to staff and residents through a “local offer”. | | | | | |
|  | Build community and voluntary sector-wide capacity by developing:   * + co-production and commissioning arrangements   + engagement with provider networks and partnerships   + training/ learning opportunities both from the council and other deliverers   + volunteering opportunities for local communities | | | | | |
|  | Provide support to established and emerging community hubs and their staff/volunteers enabling them to have everything in place to be recognized as safe and high quality deliverers of community support. | | | | | |
|  | Provide support to communities as appropriate to respond to emergencies and assist with recovery (at times this may require full focus and mean that other duties need to be suspended) | | | | | |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**  Direct: No direct supervisory responsibilities.  Indirect: The post holder will be expected to manage any volunteers or interns that may be allocated to them from time to time. | | | | | |
| **4.** | **CREATIVITY & INNOVATION**  The post holder is expected to work closely with others inside and outside of the Communities Teams to ensure they develop the systems, knowledge and professional networks they will require to successfully build capacity in partners in response to need.  The post holder will use highly creative methods to engage and empower a wide spectrum of community and partner groups, to grow their capacity and ensure that their voice is heard. This will include working with those groups who are often overlooked or ignored.  They will need to be equally highly creative in identifying the solutions required to ensure a wide-ranging early help offer. This will include bringing together groups unused to working together, and taking a person-centred approach across many varied agenda.  The Community Officer will need to be creative in identifying, interpreting and understanding the challenges facing communities within the wards and, taking a strengths based approach, working with those communities and partners to develop innovative approaches.  The post holder is expected to play an active part in the development of the Communities Team and ward and local area plans through gathering feedback from service users, communities and partners, reviewing policies and procedures and identifying best practice. The voice of communities, families and partner services is paramount to ensure that local community capacity is focused on what early help communities, individuals and families need to improve outcomes and community resilience. This means working with communities in entirely new ways managing risk appropriately.  The post holder will bring together partners and communities and act as a catalyst to provoke discussion and the development of new ways of working and the creative use of collective resources in order support communities, adults, children and families.  The post holder be expected to use a wide range of creative approaches to “collaborative commissioning” whilst working within CYC commissioning policy and financial regulations.  The postholder will be required to create innovative approaches to the monitoring and evaluation of services commissioned.  Be able to contribute to decisions on where gaps in service provision are and where funding should be targeted through continued networking, data analysis and interpretation of ward statistics. | | | | | |
| **5.** | **CONTACTS & RELATIONSHIPS**  The Community Officer will have daily contact with elected members. They must be able to balance the needs of communities and the requirements of elected members in a sensitive manner. This will require considerable skill and robust political awareness.  The post holder will regularly interface with the widest range of council services, other service providers, statutory agencies, community and voluntary groups and other shakeholders who work in communities. This will include understanding the remit of services, providing support to them, but also challenge to ensure that communities, individuals and families get what they need to improve their outcomes. The post holder is a champion improving community outcomes, as well as making better outcomes for children everybody’s business.  The implementation of the Community and Early Intervention Team represents a new operating model in communities. At times there will be disagreement internally or with external partners over how to develop capacity in response to need. As such the post holder will need to use tact and diplomacy in negotiating the best possible outcomes.  The post holder is expected to act as a public face and champion for the council and its approach to integrated working practice. This includes being the lead officer with regard to agreeing, monitoring and evaluating service level agreements with providers, challenging partners to reflect upon their practice and operational delivery in order to improve outcomes for communities and for children and families.  The post holder will engage with a wide range of members of the community and will be required to help nurture community leadership. At times, contact with the public will be about contentious, emotive and complex issues. Officers must use judgement, tact and diplomacy to bring about positive outcomes.  They must also place the voice and experience of children and young people at the heart of their work. They will be expected to engage children, young people and families in the processes of commissioning, building capacity and service design through a range of methods.  The post holder will be required to represent CYC at partnership meetings at a local, regional or national level and deal with community leaders, representatives and local organisations.  There will be regular contact with the Communications team to contribute to council publications to ensure accurate and timely information is conveyed to residents. | | | | | |
| **6.** | **DECISIONS – discretion & consequences**  **Discretion**  Engagement and empowerment approaches are not prescribed which means that the post holder will, in consultation with ward members and other stakeholders, have a considerable degree of discretion in shaping their work programme. It also means that they will play a significant part in determining the engagement methods, tools, processes and systems that are to be used in any given circumstances.  The support and guidance provided by the postholder to partner agencies will enhance the reputation and influence of the council in its planning and co-ordination role in community development and can influence how resources are deployed, both internal and externally. The support provided by the post holder will support the delivery of improved outcomes for communities, children and families.  The post holder must work with others within the team and partners in developing ideas for the effective deployment of resources.  The post holder must work to defined safeguarding policies and thresholds and support community and voluntary groups to be able to identify and respond to preventing harm to any individual.  The post holder will be responsible for identifying and highlighting any performance, financial issues or risks linked to contracts and grants.  The post holder has a significant role in determining how ward and other commissioning budgets are used.  **Consequences**  Responsible for checking and recording due diligence policies/DBS both within the commissioning process and also capacity building within hubs and for community groups.  Deciding whether to seek safeguarding advice is crucial and failure to seek appropriate advice could result in harm to a child or adult or systems across the city not being able to recognise when a child may need a response.  If the post holder does not work with others to successfully build sustainable community capacity this will contribute to:   * poor outcomes for communities, individual and families * increased social isolation * poor use of resources * fragmented service delivery and community action   It will also impact on the ability of the council and partners to deliver sustainable early help arrangements.  If the post holder does not achieve the ‘best fit’ provision to address gaps in need, there may be a risk of services pulling out of commissioned work or not being able to fulfil a specification.  If the post holder fails to adhere to CYC commissioning guidelines and legal requirements for Local Authorities may result in a cost to the authority in terms of not finding best value provision.  The above also carry a reputational risk to City of York Council. | | | | | |
| **7.** | **RESOURCES – financial & equipment**  A range of equipment is available within the service such as multi-media equipment or activity resources. The post holder has responsibility for the equipment when they have signed it out for use.  Value: Approx. £2k | | | | | |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context** Work demands  * The work covers a wide range of activities (with often conflicting or short notice demands) the CO must ensure that the service objectives are still met by rearranging and reprioritising work to accommodate this.  Physical demands  * This will include setting up of community events/meetings including PA system, hearing loops, display boards and tables and chairs. Some of the equipment requires an above normal level of effort to set up.  Working conditions  * The working environment is primarily community based including working in community buildings that may not be of a similar standard to council office accommodation.  Work context  * Although normal business hours apply, the work by its nature is alongside community and voluntary groups who do not deliver within a conventional working week and there will therefore be the requirement to be available to attend and facilitate events and meetings in the evenings and, occasionally, at weekends and on bank holidays. * In delivering some of the tasks the CO will be lone working. Working with communities and partner organisations could occasionally entail confrontational and/or aggressive behaviour. * The post holder will need to work regularly to appropriate deadlines. The post holder will need to manage a number of conflicting interests and frequently need to use multi-tasking prioritisation skills. * Promoting integrated working arrangements also involves significant aspects of cultural and change management. This is likely to involve challenging established perceptions and practices with a range of audiences from across the workforce, some elements of which might be resistant to change. | | | | | |
| **9.** | **KNOWLEDGE & SKILLS**   * Practised engagement and involvement approaches within all sectors of the community, including communities of interest. * Ability to plan and manage own work load. * Demonstrable evidence of experience of working to support and develop community and voluntary groups. * The ability to work creatively taking learning about the local neighbourhoods and the communities living within them to support the development of relevant engagement methods. * Experience of, providing and promoting mechanisms to develop local democracy and devolved decision making. * Excellent ability to communicate clearly and effectively, using a range of methods, with a wide range of citizens, officers, elected members and other stakeholders. * An understanding of the personal and social circumstances that lead children, young people and families to seek, or otherwise become recipients of early help. * Good working knowledge and understanding of the social policy agenda and current national and local issues in relation to early help. * Demonstrate innovation and problem solving approaches to deliver outcomes and value for money. * Ability to devise, promote and contribute to ways of engaging easier to ignore communities in ways that de-stigmatise the need for support and increase positive engagement. * Knowledge and experience of utilising a variety of communications methods e.g. social media to promote effective engagements. * The ability to inspire, motivate, influence and direct the work of others to grow community capacity. * An ability to work with people on a one-to-one basis, in group and community settings. * An understanding of safeguarding processes. * Good IT skills particularly in Microsoft packages. * Good knowledge and demonstrable understanding of equalities practice. * Good knowledge and demonstrable understanding of data sharing practices. * A strong commitment to self and peer development and learning new skills. * A clear commitment to the development and delivery of a person-centred approach. * Knowledge of a range of collaborative commissioning approaches appropriate to a strengths-based approach to building community capacity. * Understanding of local government structures, operations and decision making processes. * An ability to make strategic links between how the work of the Communities and Early Intervention Team fits into the strategic and corporate direction of the authority, including the roles of elected representatives and other parts of the council and partners in working together on a neighbourhood level. * Experience of successful partnership working with public, private and voluntary sectors and experience of networking at a local, regional and national level. * Excellent project management skills with the ability to drive innovative work both within the staff base of the Communities and Early Intervention Team and with other partners. * Knowledge of external funding sources / mechanisms   **Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level B2** - Vantage or upper intermediate - Can adjust to the changes of direction, style and emphasis normally found in conversation **or** Can produce stretches of language with a fairly even tempo; although he/she can be hesitant as he or she searches for patterns and expressions, there are few noticeably long pauses | | | | | |
| **10.** | **POSITION OF JOB IN ORGANISATION STRUCTURE**  Head of Communities  Job reports to:  Communities Team Manager  This Job:  Communities Officer | | | | | |