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Shoreditch Trust Community Coordinator

Job Description and Person Specification

Reports to: Communications and Strategic Engagement Manager
Salary: £23,000 per annum
Hours: 35 hours (job share available)
Duration: Permanent
Probation: Three months
Based at: Community Centre in Hackney to be confirmed and 12 Orsman Road, London N1 5QJ
Holiday: 25 days + bank holidays + 4 personal development days + discretionary leave
Job Ref: CC01

Shoreditch Trust Community Coordinators work with local residents to provide support, motivation and encouragement as they make lifestyle changes to improve their health, wellbeing and community engagement. Community Coordinators work with people to create a Health Action Plan, setting realistic and long-lasting goals to inspire small but significant changes to improve physical, mental and emotional health. Goals might include meeting new people; increasing social interaction; losing weight; building exercise into weekly routine; learning new life skills.

Community Coordinators also share their expertise around factors that may affect someone's health and wellbeing, and offer their knowledge of local services and opportunities that may be relevant and beneficial to the client.

As a Community Coordinator, you will have a wide and varied role that will include providing essential one-to-one support to local residents to enable them improve their physical and mental health; supporting group activities in partnership with Shoreditch Trust staff and local partners; and raising awareness of the services and activities that are available to local residents in the community, including promoting and engaging clients for the Community Connections service.

You will be working closely with the Communications and Strategic Engagement Manager and the Community Connections team, made up of three Community Coordinators and the Community Connections Project Coordinator, with additional support from and training opportunities within Shoreditch Trust.

Principle tasks

The work plan will be primarily divided between four priority areas:

1. Support for positive and healthy lifestyles and community engagement
 - Support residents to understand how their current lifestyle might be affecting their health and wellbeing;
 - Support residents to increase their awareness of local community groups and activities that are of interest to them, and increase their confidence and ability to access them;
 - Meet with residents on a one-to-one basis in the community and through home visits to develop, follow and complete personal Health Action Plans that will enable them to improve their health and wellbeing through measurable and achievable changes in their lifestyle;
 - Help local residents to understand complex health information and recommendations and make it applicable to their own lives;
 - Refer residents who have more complex needs into relevant local services including the local pharmacy, GP surgery or non-statutory initiatives;
 - Apply a flexible approach to working with residents, in keeping with Shoreditch Trust's values and person-centred approach.

2. Identifying and delivering activities
 - Be sensitive to the needs and demands of the communities you work with and identify effective ways to engage and support them to improve their Health, Wellbeing and Community Engagement;
 - Remain up-to-date on developments and initiatives in the Health and Wellbeing field and find ways to incorporate them into daily work (where relevant and appropriate);
 - Work with Shoreditch Trust programmes to identify opportunities to develop new activities in the community;
 - Build up knowledge of, form connections with and contribute to local services and activities that could benefit clients as part of, or after their Health Action Plan;
 - Shadow and share knowledge and best practice to contribute to other Shoreditch Trust programmes.

3. Community engagement

- Identify and reach out to socially isolated residents of all ages, backgrounds and communities, abilities and health and wellbeing concerns;
- Support activities that raise awareness of preventative health measures among local residents;
- Encourage local residents to think about and engage in conversations about their health and wellbeing;
- Represent Shoreditch Trust and its programmes in a consistent and informed way.

4. Reporting

- Maintain accurate records of client activity and interventions, complete required data and information in all client packs throughout client journey, enter data onto the client management system and produce regular reports of all activity against reporting standards and KPIs;
- Work to KPIs set by commissioners.

Job requirements

- Community Coordinators will need to work flexible hours to best meet the needs and interests of the local community, working some evenings and weekends. Work schedules will be agreed on a mutually beneficial basis and any extra hours will be reclaimable on a 'Time Off In Lieu' (TOIL) basis;
- This role will primarily be located in one to two estate-based community centres or venues in the London Borough of Hackney, with activities shared with the team across a number of locations across the borough. You will also be required to work from the Shoreditch Trust Head Office at Orsman Road (N1) on a regular basis;
- As employees and representatives of Shoreditch Trust, the Community Coordinators are expected to maintain the highest level of professionalism at all times.

Confidentiality

In delivering outreach and supporting activities, the Community Coordinator will have access to personal information. All such information should be regarded as strictly confidential and the Community Coordinator will be required to comply with Shoreditch Trust's Data Protection policies.

Corporate responsibilities

- Demonstrate high levels of professional conduct at all times with particular reference to punctuality, dress, presentation and administration;
- Keep customer care as the major priority for service provision;

- Ensure the service is promoted efficiently, effectively and in-keeping with the aims and values of Shoreditch Trust;
- Adhere to all Shoreditch Trust policies and procedures, including those relating to Health and Safety, Personal Safety, Fire Safety and Safeguarding.

Safeguarding statement

Shoreditch Trust works with children, vulnerable young people and at-risk adults in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership.

This policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and at-risk adult safeguarding.

This role involves working with at-risk adults on a daily basis and in community settings that may host activities for children and young people. It therefore requires a detailed understanding and informed implementation of the Shoreditch Trust Safeguarding Policy alongside a valid, satisfactory Disclosure and Barring Service check.

Please note that this job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.

Shoreditch Trust Community Coordinator: Person Specification

Education and Professional Qualifications

Essential

- City & Guilds Health Trainer Level 3 or equivalent, relevant qualification or experience in the Health and Wellbeing field.

Desirable

- GCSE English and Maths or equivalent qualification, Grade C or above.

Experience

Essential

- Working or volunteering in a public-facing, multi-cultural community setting;
- Providing support on a one-to-one basis;
- Working with adults that have experienced or are experiencing poor mental or physical health;
- Working independently and remotely, within a small team.

Desirable

- Supporting people to improve their health and wellbeing in a structured, measurable way;
- Working with people that are experiencing challenges with mental health;
- Working with older people that are at risk of social isolation or are socially isolated;
- Managing personal data and accessing content management systems.

Knowledge, skills and aptitudes

Essential

- Able to communicate effectively and sensitively with a wide range of people and to consider different cultures, religions and personal approaches with regards to health and lifestyle;
- Able to motivate people to confront habits and behaviours that may have negative consequences and to keep them engaged and driven;
- Able to communicate effectively with people who are troubled or in distress;
- Able to demonstrate discretion when discussing and handling personal information relating to personal matters;

- Good understanding of personal safety;
- A good level of IT literacy including a working knowledge of Microsoft Office software;
- Able to manage time effectively and independently;
- A strong interest in and commitment to the aims and values of Shoreditch Trust.

Desirable

- Good understanding of safeguarding vulnerable adults and children, including local policies, protocols and best practice;
- Good working knowledge of the benefit system;
- Able to speak at least one other language relevant to the local community;
- Good understanding of Motivational Interviewing techniques.