



Community Services Lead

Location: Bexley, Dartford and surrounding areas

Hours: 30 hours per week, typically worked between 10am–4pm, Monday to Friday. There may be occasional evening or weekend work to support services or community events.

Salary: £23,400 per year (Full-time equivalent: £29,250 per year), dependent on experience

Direct Reports: Home Support Coordinators and Events & Community Lead

Lead meaningful services in your community

Evergreen Care UK is a values-driven charity with a Christian ethos, supporting older people to live independently, reduce loneliness, and stay connected to their communities.

We are looking for a Community Services Lead to oversee our home support and community services. This is a varied and rewarding role offering real responsibility, alongside the opportunity to further develop your leadership within a supportive organisation.

About the role

Reporting to the CEO, you will provide leadership and oversight of service delivery through Home Support Coordinators and the Events & Community Lead, ensuring services are person-centred, well organised, and delivered to a consistently high standard.

This is a visible, community-based leadership role, with a regular presence across services to support staff and oversee quality.

Our approach is relationship-led rather than task-focused, supported by clear standards and expectations.

The role offers a high level of autonomy within a supportive structure, with clear ownership and accountability for service quality and delivery.

You will take ownership of service performance within defined processes, working in close collaboration with the CEO and wider team.

You will be accountable for ensuring services are safe, compliant, and consistently delivered to a high standard.

Key responsibilities

Service Leadership & Delivery

- Provide oversight of home support and community services through Home Support Coordinators and the Events & Community Lead
- Ensure services are consistently delivered to a high standard in line with agreed policies and best practice
- Line manage Home Support Coordinators and the Events & Community Lead, ensuring clarity, accountability, and consistent delivery across services

Safeguarding, Quality & Performance

- Act as operational safeguarding lead across services, with appropriate support and escalation where required
- Ensure compliance with safeguarding, health & safety, GDPR, and organisational policies
- Monitor service performance, feedback, and outcomes to support consistency and continuous improvement
- Identify and respond to risks in service delivery

Workforce & Volunteer Integration

- Work in partnership with the Volunteer Coordinator to ensure volunteers are effectively integrated across services
- Maintain clear boundaries so volunteers complement, but do not replace core service delivery
- Support a positive, inclusive culture across paid staff and volunteers

Community Engagement & Service Growth

- Build and maintain relationships with community groups, partners, and referral networks
- Represent Evergreen within the community to strengthen awareness and engagement
- Support the development and conversion of enquiries into services

Service Sustainability & Development

- Support sustainable service delivery, including cost awareness and value for money
- Use insight from services, data, and feedback to inform service development and improvement

What success looks like

- Services are safe, reliable, and delivered to consistently high standards
- Home Support Coordinators and the Events & Community Lead feel supported, clear in their roles, and confident in delivery
- Clients and communities report positive, meaningful experiences
- Community activities are welcoming, well attended, and sustainable

- Volunteers are appropriately integrated and feel valued
- Service data and feedback demonstrate impact and improvement

About you

This role would suit someone ready to step into a broader management role, further develop their leadership within a community or care setting, or bring existing leadership experience into a purposeful, community-based role.

You will have:

- Experience in a care, community, voluntary, or related setting
- Experience supporting, supervising, or leading staff or volunteers
- A good understanding of safeguarding
- Strong organisational and communication skills
- Experience leading or overseeing services, teams, or projects (in any relevant sector) would be advantageous

You will be:

- Compassionate, practical, and values-driven
- Confident taking ownership while working as part of a team
- Able to lead through others, providing clear direction and support
- Motivated by making a genuine difference
- Able to work in a way that reflects Evergreen's values and ethos

Why join Evergreen?

- Meaningful work – Make a real difference to people's lives
- Real responsibility – A broad role with scope to shape services
- Support and development – Work closely with the CEO while maintaining clear ownership and autonomy in your role
- Supportive team – Be part of a small, committed organisation
- Flexible working – Core hours with some flexibility, balanced with service needs

Terms & Benefits

- Holiday: Pro rata based on 28 days (including bank holidays) for full-time employees
- Pension: Workplace pension scheme

Additional information

- Enhanced DBS check required
- We are committed to safeguarding and promoting the welfare of adults at risk
- The role requires occasional evening or weekend working. The postholder will be expected to work flexibly within contracted hours to meet service needs

- Evergreen Care UK is a Christian organisation. We welcome applications from people of all backgrounds who are able to work in line with our values
- Applicants must have the right to work in the UK

This job description outlines the main responsibilities of the role but is not exhaustive. The postholder may be required to undertake other duties appropriate to the role.

Apply

If you are looking for a role where you can combine purpose, responsibility, and development, we would love to hear from you.