



**Bromley
by Bow
Centre**

Bromley by Bow Centre Recruitment Pack

Community Connector – Aberfeldy Big Local

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Bromley by Bow Centre

The Bromley by Bow Centre is a hub for the community in the East London borough of Tower Hamlets. ***Our purpose is to enable our community to thrive.*** We provide a wide range of services to support individuals, many facing complex personal situations and longer-term underlying issues, in a holistic and integrated way.

Our programmes are grouped in four main themes:

- Addressing skills gaps, language barriers and gaining qualifications to support access to employment and developing social entrepreneurs
- Advisory Services for energy, bills & housing, money management, accessing state support
- Health & Wellbeing: Social Prescribing (gardening, arts, physical activity, healthy lifestyle advice) and community connection through our Welcome Hub
- Social Care: fun, purposeful daytime activities for people with complex needs providing respite for their carers

Our services are co-located with a GP practice: another gateway to seamless support for diverse needs. These days it is widely accepted that in our poorest communities, as much as 80% of being healthy is directly connected to the impact of social factors. Our model uniquely focuses on meeting both social needs and medical needs, side by side.

Beyond services, we also provide people with a place to be, to come together, to connect. People of all ages, genders, nationalities, faiths and backgrounds use our space. For many this is the gateway to accessing help for the first time.

We help 3,500 people a year, plus their families, to withstand crises and make lasting changes to their lives. With our deep local roots, over half of the people we support live within a mile from the Centre. But the impact of our work reaches far beyond Tower Hamlets - our work is recognised internationally and we share our learning through an active programme of visits, tour and training courses with individuals and institutions from around the globe.



Our work is based on people's individual needs, because we know that health and wellbeing is primarily driven by social factors, not medical ones.

Our model is based on community empowerment and people taking control of their lives.

Our statement of intent

This captures the things we are doing to support Our Purpose

The Bromley by Bow Centre is a ***Hub for the Community***

Summarised by one of our employees recently...

“Not everyone needs support, but everyone needs a community”



We are a ***local charity***



Making a difference in our ***local community***



We value our staff and volunteers who are essential to what we do



We offer ***person-centred, holistic and integrated support*** across ***health and well-being***



We work in partnership with ***Primary and Secondary Care***



As well as a ***wide range of other local partners***



We engage widely with our ***community***



We offer ***tailored support*** to those ***who need it***



Our ethos is one of ***empowerment***



We ***amplify the voices of the community*** through everything we do



We ***learn*** from what we do and from others



We ***share*** our learning and support others to build on our success

Why work at the Centre?



We know working at the centre is rewarding, as you will be contributing to creating lasting change for the community, but want our employees to get something back. Our benefits formally recognise our employees for the important work that they do everyday

Generous leave allowance

*Time off is equally as important as being in a job you enjoy! Our holiday entitlement is 27 days, plus bank holidays. We also close between Christmas Day and New Years Day so get 3 additional days off then, plus the day off for your birthday. We also have 2 Celebration Days a year, these days are to recognise Eid (as the majority of our employees celebrate Eid) however can be used for any other religious holidays throughout the year or anything else that is significant to you. A **total of 41 days of paid leave** (prorated for part time employees)*

Regular social activities

We have regular social lunches, festivals and celebrations throughout the year, both internally for employees and jointly with the community and two all staff away days/offsites a year

Hybrid Working (60% at the Centre)

We know that flexibility supports work life balance so have a hybrid working policy. We expect people to be in the centre at least 60% of the time (although this may vary by individual team/business need)

Employee Assistance Programme and OH support

You can access 24 hour support via our Employee Assistance Programme, and we have enhanced sick pay of full pay for up to four weeks. If you are off sick for a period of time when you're ready to come back we will support you with a manageable transition back to work, with the support of Occupational Health.

Interest free loan (bike, season ticket or rent)

*We offer up to £1500 interest free loan to put towards a Bike, your train/tube travel (season ticket), **or** a deposit for first months rent or buying. The monthly repayments will be deducted through payroll over 12 – 18months.*

Flexible use of OMP (maternity pay)

The last 13 weeks of maternity leave are normally unpaid but our policy is to pay these weeks at the SMP rate. This additional pay can either be split and used to top up your SMP at the beginning or used at in the final 13 weeks when your SMP runs out

Matched Contribution Pension Scheme

We match pension contributions up to 4% (and this increases with length of service up to 7%). You can of course contribute more than 4%

Sabbatical

If after 7 years with us you feel you need a break, you can take up to 6 months sabbatical (unpaid) and return to employment with us

The role

The Community Connector – Aberfeldy Big Local (ABL) role is focused around the local community and residents of the Aberfeldy area of Tower Hamlets. The Community Connector will provide engagement, support and access to services within the Aberfeldy Big Local (ABL) area. ABL is a welcoming place for the community, known for its inclusivity and warm reception. The Community Connector often serves as the first point of contact, providing reassurance and inspiring people to engage with services, activities, and community members that can help them achieve their goals both personally and within their community. This role aims to build relationships, help people settle, understand their interests, goals, and ambitions, and find appropriate opportunities to help them achieve these objectives. The Community Connector will work to expand the ABL's reach, ensuring that members of the Aberfeldy community are aware of the ABL site and its activities. The role also involves co-designing, developing, delivering, and reviewing resident-led activities and initiatives.

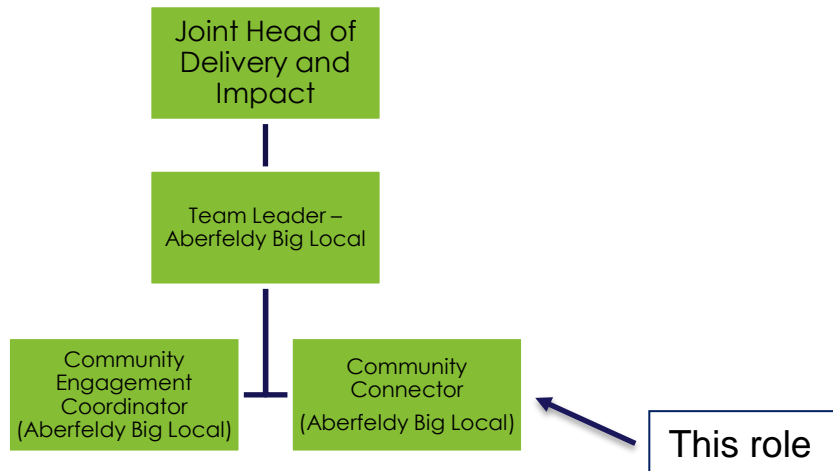


The Role

Job title	Community Connector
Salary	£29,246 per annum (Pro Rotated to 0.8 FTE £23,396.80 p.a)
Contract	Fixed Term until 30 September 2025
Hours	28 hours per week
Location	Aberfeldy Big Local and other local community venues
Hybrid Working	At least 60% at the Centre
Holiday	27 days + bank holidays and an extra day off for our birthday. (Pro rata for short term and part time contracts.)
Pension	4% matched contributions, increasing with length of service
Deadline	08 August 2024 at 9am
Interviews	First Round: 13 August 2024 (Online/Microsoft Teams) Second round: 15 August 2024 (in person)



The team



Community Connector

Job Description – Responsibilities

Outreach and Welcome

- Provide an excellent welcome to people accessing the ABL site.
- Conduct one-to-one assessments using relevant tools and approaches.
- Engage in holistic conversations to ensure appropriate support, information, signposting, and referrals.
- Provide non-judgmental support, respecting diversity and lifestyle choices, and focusing on individuals' strengths.
- Encourage and support people to use other available facilities such as the Bromley by Bow Centre and Health Partnership facilities and services.
- Promote the ABL using a variety of promotional methods and effective communication.
- Work across the Centre and Health Partnership to reach and support a wide range of people in the Aberfeldy community.

Signposting and Goal Setting

- Triage individuals, connecting and referring them to services, activities, and opportunities based on their needs and aspirations.
- Maintain a detailed understanding of local services to facilitate appropriate signposting and referrals.
- Ensure personal introductions to colleagues and services.
- Implement goal-setting procedures using the Centre's CRM to record and track progress.

Client Journey Monitoring

- Build relationships to facilitate personal journeys within ABL.
- Conduct follow-up conversations in a timely and appropriate manner.
- Maintain accurate records, including updating the Centre's CRM to track progress.
- Maintain data and evaluation systems in line with the Centre's Outcome Framework and contract requirements.
- Support monitoring and evaluating the effectiveness of the ABL Project.
- Support on narratives that is presented to the resident ABL Board.

Community Connector

Job Description – Responsibilities

Co-Production, Engagement and Community Development

- Continuously identify the skills, passions, and interests of local people.
- Conduct regular feedback and listening events.

Co-Production, Engagement and Community Development (cont.)

- Foster relationships between staff and local people, supporting the development of action ideas.
- Co-create activities and initiatives based on the skills and interests of local people (e.g., sewing group, Coffee Mornings, Walking Groups).
- Support Team Leader on the application and distribution of the Community Chest
- Contribute to creating a safe space where local people can access community resources.
- Raise the profile of community-led initiatives across the ABL site and local organizations.
- Support the recruitment, training, and supervision of local volunteers.
- Support the team's range of work streams, taking the lead on some projects with a particular focus on leading women's empowerment initiatives while supporting others such as activities for children and adults.
- Build relationships within the local area, including residents and other stakeholders, to support delivery.
- Engage residents to develop and participate in community initiatives and support various forms of delivery, ranging from grants commissions co-production to service delivery.
- Organise and deliver groups and sessions for local residents.
- Monitor and evaluate the effectiveness of ABL's various work streams to ensure aims are being met and celebrated.
- Support the smooth workings of the ABL partnership, including assisting with the recruitment of new members to strengthen its membership.
- Focus on promoting representation and participation from marginalized communities in Aberfeldy.

Community Connector

Job Description – Responsibilities

Aberfeldy Front Room (ABL Site)

- Create a busy, thriving, welcoming, and inclusive space for local residents within the Aberfeldy Front Room (ABL Site), ABL's premises on Aberfeldy St.
- Support and run activity sessions in line with planned delivery on the ABL Site
- Attend sessions outside of ABL core delivery time to include weekends and evenings as part of planned activities – i.e. Homework club
- Maintain Health and Safety and Safeguarding for all users of the Aberfeldy Front Room.
- Escalate any issues relating to the ABL Front room to Team Leader

People and Culture

- Attend regular one-to-one meetings and quarterly performance conversations.
- Prioritise attending the monthly Centre Forum.
- Provide regular honest feedback to peers and managers.
- Undertake additional tasks as reasonably deemed appropriate by the line manager

Community Connector

Job Description – Person Specification

Essential Skills and Experience

- Commitment to the vision and mission of the Bromley by Bow Centre.
- In-depth knowledge and understanding of the social determinants of health and their impact on integrated services in a community setting.
- In-depth understanding of systemic inequalities and barriers faced by the community and a commitment to anti-racist and inclusive practice.
- Experience working directly with vulnerable people, including those with long-term health conditions, mental ill-health, or complex lives.
- Experience of a personalized approach to supporting people, coaching, and motivational interviewing.
- Ability to work on own initiative, prioritise, and organise own caseload.
- Ability to relate to people from different backgrounds.
- Ability to make complex information accessible.
- Excellent interpersonal skills.
- Excellent customer service skills.
- Excellent numeracy, literacy, verbal, and written communication skills.
- Ability to liaise with other professionals and organisations.
- Tact and diplomacy in handling sensitive and confidential information.
- Flexibility and willingness to work in innovative and non-traditional ways.
- Experience in working collaboratively with partners and stakeholders.
- Fluency in Bengali is highly desirable to engage with the local British Bangladeshi community.
- Knowledge of the challenges and barriers faced by marginalised communities in Aberfeldy.