

Job description

Job title	VCS Neighbourhood Facilitator - Secondment	Team	Health Transformation
Job band	Professional level 2	Reporting to	VCS Neighbourhood’s Programme Manager
Hours	21 hours per week (3 days)	Responsible for	N/A
Based at	Based at office space at Hackney CVS, Adiah Antigha Centre, 24-30 Dalston Lane, E8 3AZ for 1-2 days per week, and at employer 1-2 days per week	Terms	<p>£34,944 pro rata July 2024 – March 2026</p> <p>This is a secondment opportunity. The successful candidate will remain employed by their original employer. A letter of approval to apply for the role from the employer is required with the application.</p> <p>£5700 per annum contribution to secondees’ employer costs</p>

Role purpose

This is an exciting opportunity to be a Neighbourhood Facilitator and play a crucial community-building role in improving health outcomes for residents in your local neighbourhood within the City of London and London Borough of Hackney (City & Hackney) boundaries.

Building on three years of successful delivery, the City and Hackney Neighbourhood’s Transformation Programme is delivering place-based integrated health and care across eight Neighbourhood Forums. Resident engagement, community insight gathering, and cross-organisational working within hyper local neighbourhoods underpin the outcomes of this programme.

Using your community connections, knowledge of your local area and passion for health and wellbeing, you join a team of four Neighbourhood Facilitators, and be responsible for leading the continued development of two of the eight established Neighbourhood Forums.

As a Neighbourhood Facilitator, you will be seconded three days a week from a local grassroots organisation. You will work with resident groups, and services and participate in the Neighbourhood Leadership Group meetings to ensure resident insights and voluntary sector expertise are driving local service and pathway improvements, improving resident outcomes, and addressing health inequalities.

You will facilitate engaging and accessible community forum meetings and take a proactive approach to conducting outreach and forming strategic connections, through participating in health and care partnership meetings. Creating opportunities for resident experts with lived experience to collaborate alongside VCS organisations to identify local issues and coproduce solutions with health and care partners to influence systems change to reduce health inequalities.

You will be a self-starter with the ability to work at both an operational and strategic level, be passionate about working with diverse people, and have strong writing and communication skills.

- You can learn more about the Neighbourhoods Programme by visiting:
<https://hcvs.org.uk/neighbourhoods/>

Secondment requirements

Applicants must be employed by a host organisation or have identified a host organisation for the secondment. In your application, please include a headed letter from your host organisation/employer to show that they are willing to host, or give their contact details to be contacted to confirm they can host.

Host organisations should be based in City and Hackney or be able to demonstrate strong connections to the area.

Key responsibilities

Outreach and engagement

- Build relationships with relevant statutory services and the VCS to ensure wide collaboration on neighbourhood objectives, and work with programme partners Volunteer Centre Hackney (VCH) and Healthwatch Hackney (HWH) to ensure representative resident participation.
- Ensure VCS and residents have their voices heard, and contributions valued by partners, and support participation in forum delivery/governance arrangements e.g. Forum Chair, note-taking, communications and promotion, and/or activity lead.

Partnership and working with others

- Build relationships and collaborate closely with programme partners and local VCS, NHS (including the central neighbourhood's team, Homerton, East London Foundation Trust (ELFT) and local PCNs, VCS Leadership Group representative), and local authorities, including participating in local meetings such as the Neighbourhood Leadership Groups.
- Set up and maintain a Neighbourhood Action Group made up of key neighbourhood actors to support co-developing and delivering action plans and solutions against the neighbourhood priorities and to hold neighbourhood delivery to account.

Operational

- Lead on facilitation of two Neighbourhood Forums. For each neighbourhood, develop and deliver a yearly work plan of activities, aiming to improve health outcomes aligning to agreed priorities, including a minimum of two forums per year per Neighbourhood, and resident-led initiatives, delivered in a timely and effective way.

- Ensure delivery of the neighbourhood activity and forums are accessible and adapted to suit diverse audiences including flexibility on delivery in evenings or weekends, and a digital offer.
- Maintain a transparent and up-to-date work plan to be shared with the Alliance Board (made up of programme partners and commissioner) and wider as appropriate.
- Work with the programme manager, facilitator team and partners to continually evolve neighbourhood infrastructure so that they are community-driven assets creating local movements for change, so each neighbourhood is unique with shared key characteristics.
- Serve as the Forum secretariat, ensuring comprehensive notes, key actions and summaries ensuring records are securely maintained, and shared appropriately.

Policy and strategy

- Support the development of neighbourhood priorities based on population health data and resident insight with programme partners and communicate about the priorities clearly with the neighbourhood forums, VCS Leadership Group representative and neighbourhood Leadership Groups.
- Collect and analyse data (insights) through neighbourhood activities; to inform insight reports delivered by the programme partners, prioritisation, and solution development, and to enable statutory partners, VCS, and residents, where appropriate, to better direct their services/initiatives/policy to support the needs of residents.
- Co-develop and deliver positive solutions which can be effective and impactful at a hyperlocal neighbourhood level and support local initiatives. Where appropriate, work with programme manager, director, and partners to communicate problems / solutions which are not feasible to be delivered through neighbourhood forum activity to the neighbourhood Leadership Group, place-based or North East London Integrated Care System, therefore amplifying resident and VCS voice.

Monitoring

- Track and collate both quantitative and qualitative data to evidence the achievement of programme outcomes.
- Contribute towards the production of quarterly monitoring and evaluation reports.
- Collect and input forum data including attendance and feedback after each forum and activity to monitor event success including diversity monitoring.

Communications

- Collect information and share with local partners in a variety of formats appropriate for the audience e.g. flyers, telephone calls, 1:1 conversations, and newsletters which should be produced regularly and be high quality, to raise awareness of local and forum activities.
- Ensure all communications are professional and accessible to residents and the wider audience, and manage the mailing list.
- Communicate about actions and outcomes delivered through the neighbourhood forums activity to residents, VCS and statutory partners evidencing the benefit of resident involvement to improve local service delivery and participation.

Finance

- Work with Neighbourhood’s programme manager and director to ensure the programme is delivered within budget, accurate records are held and to identify efficiency savings that can contribute to furthering the reach and impact of the programme.

General

- Deliver any other reasonable tasks that take forward the aim of the post and team.
- Commitment to ensuring that work is delivered to the highest possible standards.
- Commitment to personal learning and development including attending relevant training
- Commitment to operating in accordance with the values and policies of Hackney CVS.
- Presence at Hackney CVS office minimum of one day a week.
- Flexibility within this post is required as the role will involve weekend and evening events, time off in lieu to be arranged with employer
- Successful appointment will be subject to a satisfactory DBS Check

Equality and diversity

- Actively promote equality of access and opportunity to all of Hackney’s diverse communities.
- Demonstrate a continual commitment to the promotion of diversity initiatives and the sharing of best practice in line with Hackney CVS Equality, Diversity and Inclusion policy and procedures.

This post is funded by the Neighbourhoods Programme which is part of the City & Hackney Integrated Commissioning Board’s priorities for investment.

Person specification

Role and competencies	Essential	Desirable
Qualification and Experience:		
1. Proven experience of working in health and/or wellbeing.	X	
2. Excellent ability to build relationships	X	
3. Experience of delivering outreach activities in a diverse community.	X	
4. Experience of working with senior leaders, VCS and residents		X
Knowledge:	Essential	Desirable
1. Good knowledge of the community in your City/Hackney based local neighbourhood/s		X

2. Good working knowledge of the Health and Social Care landscape and the pressures facing the Health & Social Care system.	X	
Skills:	Essential	Desirable
1. Excellent teamwork and team building skills.	X	
2. Proven organisational skills in programme and project management.	X	
3. Chairing and facilitating meetings	X	
4. Demonstrable aptitude for accuracy and attention to detail.	X	
5. Excellent communication skills, verbal, written and interpersonal, with an ability to communicate appropriately with a range of different stakeholders.	X	
6. Competent or willingness to learn Microsoft 365, Customer Relationship Management and equivalent software, projector and audio equipment	X	
7. Problem-solving skills, with the ability to think creatively to identify solutions.	X	
General Requirements	Essential	Desirable
1. Commitment to operating in accordance with the values and policies of Hackney CVS.	X	
2. Commitment to own learning and development.	X	

In addition to benefits from your employer, Hackney CVS offers:

1. Continual professional development – training relevant to your role
2. A lovely garden
3. Staff wellbeing champions
4. A summer staff away day and a festive party

Hackney CVS is Hackney's leading voluntary and community sector support agency and the local Council for Voluntary Service, or CVS. We support hundreds of groups to run successful



voluntary and community sector organisations by giving them access to the key skills, knowledge, and resources necessary to respond to the needs of local people, especially those most in need. We also provide a range of partnerships and mechanisms for the local voluntary sector to bid for contracts, work together on key issues, influence policy and develop joint projects.

Please visit our website at www.hcvs.org.uk for more information about us. To find out more about our consortium bidding approach please see City and Hackney Together under 'Our services.'

For more information about our new approach to local philanthropy visit www.hackneygiving.org.uk

Hackney CVS positively celebrates diversity and welcomes applications from people from all backgrounds.