

## Norton Hall Children & Family Centre

### Job Description



<b>Job Title:</b>	Community Co-ordinator (WASH)
<b>Responsible for:</b>	Volunteers (Advisory Group, Community Research, Café, Environmental)
<b>Responsible to:</b>	Project Manager (WASH)
<b>Key collaborators:</b>	Friends of Ward End Park, Friends of the Lake, Communications Co-ordinator (freelancer)
<b>Salary/ benefits:</b>	£25,779 per annum, plus 3% contributions to pension scheme.
<b>Hours:</b>	Full time 37 hours per week. Core working days Monday – Friday. Occasional weekend work may be required. Overtime is not paid but time off in lieu will be granted.
<b>Duration:</b>	5-year fixed term contract. All new employees undertake a 6 months' probation period in which they are expected to demonstrate their suitability for the post.
<b>Holidays</b>	28 days annual leave (including 3 to be taken between Christmas and New Year) inclusive of statutory public holidays.
<b>Place of work</b>	Flexible, based at Dolphin Centre or working from home, as required.
<b>Diversity/Inclusion:</b>	NHCF is an equal opportunities employer and is positive about individuals who have a disability.

#### Job Purpose:

The post holder will engage our local community in the project and co-ordinate the work of volunteers to achieve project objectives. They will recruit and support volunteers delivering project tasks, engage beneficiaries into project activities, co-ordinate and deliver activities and engage the support of local community stakeholders to help promote the project.

#### About Norton Hall

Norton Hall Children and Family Centre supports our local community in the Ward End and Alum Rock areas of East Birmingham. Since 2013, our operations include running the Dolphin Women's Centre in Ward End Park. Last year we supported 1,600 women, children, and families across both Centres.

#### Background to project and its funding

Ward End Park is a valued, Green Flag accredited 54-acre public space with a Lake and the Wash Brook. The WASH project is based at the Centre, which sits beside the Lake, has a Café and extensive grounds.

Thanks to National Lottery players, Norton Hall has received a large grant over five years from The National Lottery Community Fund, the largest community funder in the UK. The funding will be used to engage the local community in nature and climate learning activities, connecting them with the rural environment, increasing their connection to their surroundings and encouraging them to understand what it means to them.



Shaped by volunteers, service users and partners, the project hopes to see improvements in everyday lives, including food and growing skills, career opportunities, improved mental and physical health, and confidence building.

The WASH project is defined in the 'Funding proposal'<sup>1</sup> and will be based out of the Dolphin Centre. Supported by the CEO and together with WASH partners - Birmingham and Black Country Wildlife Trust, the Friends of Ward End Park, and New Leaf Sustainable Development Ltd - activities will take place in Ward End Park, Birmingham Eco Park and National Trust in Brockhampton.

This role will be responsible for expanding our cadre of volunteers and supporting a new Friends of the Lake group who will help deliver activities, supported by the WASH team, partners, external freelancers / suppliers, collaborators and Norton Hall's wider team. The Lakeside Café will become a focus for community engagement, with a dedicated information area with resources about the project and how to get involved.

### **Key responsibilities**

- Recruit and support all project volunteers, inclusive of annual recruitment drives to meet and maintain target numbers across activities, and regular check ins with line manager to ensure requisite levels of volunteers are available across all activities
- Organise training, inductions and briefing sessions for volunteers in line with volunteer management and training plans, liaising with partners as required, and ensure they are kitted out with workwear and any other equipment / translation support required to fulfil their roles
- Collate volunteer availability, creating and maintaining a volunteer shift rota and community lunch schedule to inform the delivery plan and to meet project targets
- Ensure risk assessments are in place for all volunteering activities (Café, Environmental, Advisory Group, Community Research) to ensure that health & safety procedures are adhered to.
- Organise and minute Advisory Group (beneficiaries/volunteers) meetings, collaborating closely with the Project Manager and Communications Co-ordinator to plan agendas/ task lists and to ensure Advisory Group input into decision making
- Collaborating closely with the Friends of Ward End Park, act as key contact and support for the newly created Friends of the Lake volunteer group.
- Collaborate with the Project Manager to ensure that Community Research volunteers are equipped to undertake the baseline and end of project survey.
- Plan and deliver alongside Café volunteers regular community lunches at the Café for project beneficiaries to showcase homegrown produce and to elicit activity signups, working closely with Café staff, with support from the wider project team
- Engage with local community groups, charities, companies and statutory agencies to identify opportunities to promote project activities and / or engage volunteers, working closely with the communications co-ordinator where promotion is required
- Collaborate with the communications co-ordinator to provide information for promotional / project activity, to maintain an information hub in the Café promoting project activities and encouraging activity and volunteer sign ups by local people.

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<sup>1</sup> This comprises three items: the funding proposal itself which narrates the project, a high level 5 year plan, and the budget. The high-level plan includes a gannt chart (activities, outputs, lead roles, key milestones, phasing), and a summary of beneficiary and volunteer numbers. The budget is available within a workbook which also contains planning assumptions.

- Maintain a good overview of activities that volunteers are involved with across the project so as to ensure effective support for them in their roles
- Establish and maintain excellent relationships with project partners, collaborators and community stakeholders.
- Collect, record and collate monitoring data from volunteers and community lunches as required by the project evaluation plan
- Attend project meetings as and when required
- Implementing any other relevant duties as required by line management to ensure the smooth running and development of the project.

**Wider responsibilities**

- To comply with Norton Hall C&FC's Safeguarding Child Protection and Safeguarding, Adult Safeguarding, Confidentiality and Data Protection Policy and Procedures

## Person specification – Community Co-ordinator

CRITERIA	REQUIREMENT	HOW ASSESSED*	E/D**
Education/ Quals	GCSE Maths & English Grade A- C or equivalent	A	E
Experience	3 years developing / delivering community engagement projects	I A	E
	3 years developing and managing volunteering projects, and recruiting/ supporting volunteers	I A	E
	Working with people who face barriers to accessing community activities and opportunities such as people with SEND or little spoken English.	I A	E
	Monitoring and reporting project data	I A	D
	Working within diverse inner-city communities	I A	D
	Involving volunteers and service users in decisions.	I A	D
Knowledge	How links with nature and green spaces can promote health and wellbeing.	I A	E
	Equality & Diversity	I A	E
	Health and Safety and Safeguarding Issues in relation to volunteering	I A	E
	Environmental Issues affecting nature / climate	I A	D
	Safeguarding & Child Protection	I A	D
Skills and abilities	Proficient and confident with Microsoft office.	I A	E
	Good interpersonal and communication skills	I A	E
	Ability to work collaboratively and as part of a team.	I A	E
	Good organisational and time management skills to meet deadlines	I A	E
	Flexible and self-motivated, with ability to prioritise and juggle a variety of tasks.	I A	E
	Ability to speak Urdu	A	D

\*Assessment Criteria: I= Interview A = Application Form

\*\* Essential = E, Desirable = D