

APPLICATION PACK



Community Connector



MAYOR OF LONDON



INVESTORS
IN PEOPLE

APPLICATION PACK

Using the power of football, Charlton Athletic Community Trust (CACT) worked with over 46,700 people during 2019/20, empowering communities and changing lives. Based on the needs of the community, we work in partnership to deliver high quality programmes that deliver a lasting impact.

CACT is one of the biggest football community trusts in the country; principal areas of work are:

- Early Help and Prevention
- Education
- Equality, Diversity and Inclusion
- Football and Sports Development
- Health Improvement
- Social Action and Enterprise
- Youth Service

This is an exciting time to join CACT as we have recently launched a new three-year strategy for 2019-2022 based on our values:

- Passion – fuels our work
- Trust – safe and sound
- Engagement – stronger together
- Respect – two-way and vital
- Equality – open and fair
- Inclusion – that means you

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Employee benefits include:

- Friendly working environment
- 23 days annual leave – this includes 3 days which must be taken at Christmas and an additional 1 day for every full year continuous service up to a maximum of 5 years (plus 8 days statutory bank holidays)
- Flexible Working
- Internal and external training opportunities
- Employee Assistance Programme - includes a range of retail and entertainment discount vouchers
- Eye-care vouchers
- Cycle to Work scheme
- London Living Wage employer
- Healthy Workplace Award accreditation
- Investors In People accreditation

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CACT are committed to embracing and fostering equality, diversity and inclusion in the workplace as well as in the delivery of its services, activities, and programmes, by promoting a positive organisational culture that values all staff and service users. We will strive to create an inclusive environment where everyone feels able to participate and achieve their potential.



JOB DESCRIPTION

Job Title:	Community Connector	Reporting to:	Head of Health Improvement
Pay:	£21,000 per annum (FTE £31,500)	Contract type:	Part Time, Fixed Term ending in February 2025
Location:	The Valley, Charlton, plus work in the Royal Borough of Greenwich.	Days and hours of work:	3 days a week, 21 hours per week
Document created:	31/01/2023	Ref number	CACT/HIT/CC/2024

Purpose of the Role:

Healthy Greenwich Partnership partners are working together to develop a sustainable neighbourhood model that empowers individuals and communities, builds resilience, encourages social networks, increases participation, and builds on the assets of individuals and the community. The ambition is that everyone in Greenwich is able to live a healthy, happy and independent life in a thriving community supported by integrated public services.

For many years, the Royal Borough of Greenwich has had a commitment to community development and engagement working with our local communities across the borough. This commitment was built on during the pandemic and extended into seven deep engagement areas with which we are continuing to work. Deep engagement work focuses on empowering and connecting its local communities and community assets and Royal Greenwich can already demonstrate how this approach is enabling local residents and service delivery partners to work more closely together to shape and deliver health and care.

As a consequence of this success, and to help continue to improve drivers of long- term health conditions such as mental health and wellbeing, access to good food, increasing physical activity levels and decreasing tobacco use, the proposition in Greenwich is to embed a newly established Community Connector role to help connect people, priorities and places and further enable community ownership and joined up public services.

A key outcome for the programme is that residents are more connected to neighbours, services and other communities and experience better mental health and wellbeing. This will be achieved through a range of interventions and service developments to improve social connection, build new community assets and build on existing skills and assets. Co-design with residents is at the heart of the programme which the postholder will develop and manage.

Key Responsibilities (but not limited to):

The GPs of the Blackheath and Charlton Primary Care Network (Fairfield Surgery, Blackheath Standard Surgery, Manor Brook Surgery and Vanbrugh Group Practice) together with local volunteers and stakeholders have come together to create a co-ordinating network for the local area.

The postholder will be employed and managed by Charlton Athletic Community Trust, with wider oversight of the programme by a Delivery Group, and through to the Blackheath and Charlton Primary Care Network.

The post holder will provide community connection and co-ordination across the Blackheath and Charlton Neighbourhood Area]. They will:

1. Provide the link between core stakeholders and residents registered with the Primary Care Network Practices
2. Actively seek out ideas and opportunities to engage across the locality.
3. Develop and maintain existing network(s) that connect volunteer-led activity across the area
4. Actively engage communities across the Blackheath and Charlton PCN and develop a volunteer-led steering group to support this work
5. Work with the relevant community(ies) and the Steering Group to co-create a programme of work focused on creating the social/cultural environments that empower joint working with residents, health and care providers, local organisations and stakeholders across the neighbourhood
6. Co-design and deliver projects and activities with residents and stakeholders that support these ambitions, such as GP community corners, IT access, Community Café etc
7. Support and / or deliver relevant volunteer, healthcare, etc., training that enables delivery of the agreed programme of work for residents within the local area.
8. Work with other Community Connectors across the borough to identify opportunities to reduce any further disproportionate impacts on those communities in the neighbourhood most at risk of health inequalities.
9. Actively facilitate the development of Practice Patient Champions in the Primary Care Network that will help build the community asset for the Primary Care Neighbourhood

Main Responsibilities

Engagement, Outreach and Communications

- Act as a key point of contact particularly for residents and community groups across the area, ensuring the effective two-way flow of information
- Develop strong working relationships with the GPs and member practices of the neighbourhood.
- identify local stakeholders and assets (human and physical) directly within or serving the neighbourhood including, community groups, faith organisations, community activists and local leaders.
- Support resident engagement and participation in the Programme through a range of methods face to face, telephone and virtual communication (e.g. door-knocking, group conversations, community café, events and activities).
- Recognise people's needs for different methods of communication and learning and respond accordingly.
- Work with engaged residents and local groups to further widen engagement, bringing all parts of the community into the programme to help identify community needs and priorities for enabling resilient communities.
- Support and encourage local people to develop their ideas and take them forward in order to build skills and confidence.

Service delivery and volunteer support

- Build strong productive relationships with local people and community organisations, understanding the areas of common interest, community networks and particular areas of knowledge or expertise that can be harnessed to ensure the effective implementation of the Programme
- Bring together residents and key stakeholders into the Delivery Team, community meetings, training and other activities relating to the programme.
- Support the development and sustainability of local action groups by organising and facilitating regular meetings and identifying specific ways in which local community groups can support the work in that area.
- Support the co-production, development and implementation of community-owned action plans to respond to local needs and priorities for keeping local communities safe and well
- Lead the recruitment and development of local resident volunteers from across the diversity of the community to continually help widen engagement, build networks and support the implementation of action plans for Covid resilient communities.
- Undertake one-to-one supervision meetings with volunteers to understand individual needs and goals and support participants to develop personal development plans.
- Help to identify volunteer training and development needs and opportunities for meeting these.
- Support and enable small grants programmes within the local area
- Ensure principles of co-production are implemented in the development and on-going review of the programme.

Administrative support

- Set up and maintain administrative systems in line with requirements of the role
- Support data collection both qualitative and quantitative, that may be required for ongoing reporting
- Ensure participant data is collected as required and inputted into the relevant database(s) including initial surveys, consent forms, ongoing monitoring and evaluation and that personal data is kept in line with GDPR requirements.

Learning and Development

- Contribute to Neighbourhood and Project Team meetings , discussions and reflections.
- Work with engagement coordinators across Greenwich as part of an informal peer support network.
- Undertake training as required for the development of the project and personal development.
- Attend one-to-one meetings as required.

Additional Responsibilities

- Enable and support delivery against the vision, mission, strategic objectives and values of the programme and the community development principles embedded within it.
- Work with and adhere to relevant policies and procedures at all times.
- In liaison with your line manager and the Assistant Public Health Neighbourhood Practitioner – Neighbourhood Development actively contribute to the strategic planning and development of the programme.
- Participate in internal and external meetings as agreed with your line manager.
- Undertake any other additional tasks as reasonably deemed appropriate by your line manager.

PERSON SPECIFICATION

Job title: Community Connector

Person Specification		
Attributes	Essential	Desirable
Qualifications and experience	None required	None required
Skills, ability & knowledge	<ul style="list-style-type: none"> Has excellent people and communication skills, including relationship-building, conflict-management and facilitation. Ability to work on own initiative, prioritise and organise own workload. A team-worker, able to make a full contribution to team working. Has good literacy, verbal and written communication skills. Used tact and diplomacy to deal with sensitive and confidential information. Has a good awareness of equality and diversity issues and ability to put policy into practice. Has a good computer literacy including applied knowledge of Microsoft Office (Word, Excel and Outlook) and Social Media platforms. Is committed to ongoing reflective practice as part of your personal and professional development. Ability and willingness to work flexibly, including some evenings and weekends to meet the needs of the programme, if necessary. Is committed to ongoing reflective practice as part of personal and professional development. Commitment to Safeguarding children and young people. 	<ul style="list-style-type: none"> Is deeply rooted in the local community Shares a commitment to the development of connected, more sustainable and stronger communities across Greenwich, and supporting local people to drive change - particularly in relation to improved health and wellbeing. Is knowledgeable about the local area and its assets. Is able to relate to people from different backgrounds and with a range of support needs. including people with mental health and long-term health conditions.
Personal qualities	<ul style="list-style-type: none"> Self-confidence. Flexible. Ability to act as an ambassador for the service. Ability to travel and work at different locations within the Borough. 	



APPLICATIONS

CACT is committed to the safeguarding of its staff, volunteers and young people. Any job offer made is subject to satisfactory references and Disclosure and Barring Service (DBS) check.

Application forms are available from <http://cact.org.uk/job-opportunities>

To apply for this role, please send a completed application form detailing how you meet the requirements of the role and an equal opportunities monitoring form to Jobs@cact.org.uk.

Please note: CVs will **not** be considered.

Closing date for applications: 29th March 2024

Shortlisted applicants contact by: 1st April 2024

Interviews to take place: w/c the 8th April 2024