

***JOB DESCRIPTION***

Job Title: Community Engagement Coordinator

Responsible to: Community Development Manager

Salary: £32,290 per annum pro rata

Hours: Part-time - 3 days/week OR full-time – 5 days/week. We have more than one role available.

Contract duration: One year initially. However, this will most likely be extended if funding is secured.

Annual Leave: 28 days plus all the bank holidays pro rata

Benefits: We prioritise staff wellbeing with a programme of support that includes regular therapeutic supervision and paid-for counselling, weekly social activities, team support, personalised development plans, regular training and career mentors.

***Who are we?***

Volunteer Centre Hackney is a small charity based in the London borough of Hackney, working to support local residents to realise their skills and passions through volunteering and social action, and to share these for the benefit of others.

Our mission is to build and strengthen communities across Hackney through supporting residents of all ages and backgrounds to volunteer and build projects together.

In 2021, we were awarded the Freedom of the Borough Award by Hackney Council for our efforts to support residents during COVID, which included mobilising over 2000 volunteers to deliver food, prescriptions and essential items, provide emotional support to isolated residents and support the vaccine rollout. For this programme, Together Better, we were one of only three organisations across the UK to be selected for an award in Community Development from the Royal Society of Public Health in November 2024.

We work with hundreds of diverse community organisations and deliver various programmes to help residents share their skills and deliver their own social action projects to improve people’s lives. These include a befriending programme, volunteering brokerage matching local people to volunteer roles based on their skills, interests and goals, a specialist mental health programme, peer research and multiple resident engagement programmes at GP surgeries and estates across Hackney.

***Project Background***

We are recruiting 2 or 3 new staff for our GP volunteering programme that works with residents living across Hackney and the City of London. You will be based out in the community to engage, support and enable local residents and patients to deliver local services for themselves, to meet local needs. We support residents to come together, to share their skills and experience for the benefit of each other, to deliver local groups and activities such as a book group, film club, exercise classes or cooking group. Residents from diverse backgrounds and demographics attend these activities together and make new connections, building strong local communities, all working together to make their area a better place to live. People, many of whom are isolated across all ages, and who have difficult life circumstances, are brought together, providing each other with mutual support and encouragement to develop new skills and pursue life goals, and to feel better able to voice their concerns to services.

We work with a whole range of community organisations and stakeholders including GP surgeries, local Councillors, mental health services, local authorities, to support residents to fulfil their personal goals, make connections with others, and design activities and services that meet local needs. You will also be supporting people to improve their mental and physical health through signposting them to appropriate services and encouraging them to talk to their GP if they have concerns; and will be working in partnership with GP practice staff to co-create volunteer roles to make the practice more efficient and a better place to visit.

The role is funded by City and Hackney Integrated Primary Care. Groups of GP Practices in City and Hackney have come together to form 8 Primary Care Networks (PCNS) each covering a total population of between 30,000-56,000. The purpose of these PCNs is to enable GP practices to work together in a collaborative way to develop and deliver network-based services that respond to the needs of the local population.

Post holders need to be self-motivating and confident to work primarily alone, albeit with some support from the team members based at other sites.

***Duties of the job:***

* To work at a GP practice based in Hackney or the City of London to deliver the outcomes as required under the funding for these projects.
* To engage with and recruit local residents as project participants.
* To support and enable residents to:
  + develop and deliver group or individual activities for the benefit of other residents
  + promote and publicise the project and the different ways of participating
  + organise community events
  + build their confidence to fulfil their potential.
  + gather data to help evidence project activity and outcomes.
* To provide individual support and training to local residents as required.
* To provide ongoing support to local residents to enable sustained participation in the project.
* To support patients to identify their interests, experience and personal goals and work with them to create a project plan to achieve these.
* To listen to patients talk about their life circumstances and signpost them accordingly to appropriate services to meet their most urgent needs.
* To organise community events and meetings to increase participation and involvement
* To work closely with the staff from the GP practice to co-create new volunteer roles that will benefit the practice e.g. reminder calls to patients.
* To contribute to the design of surveys and other tools of resident engagement to gather views and data.
* To maintain up to date records on the organisation’s bespoke database of engagement activities and feedback from residents.
* Facilities management of our small community space, including some light cleaning and tidying, ensuring consumables are stocked up and ensuring health and safety compliance.

***Additional:***

* At all times abide by the Volunteer Centre’s policies on Equal Opportunities, Health and Safety and Confidentiality and observe the requirements of the Data Protection Act.
* Actively participate in supervision and appraisal sessions and attend training courses.
* Attend and actively participate in VCH team meetings and other VCH events.
* Be able to meet deadlines on time or work flexibly to complete a project.
* Be able to work occasional evenings or weekends.
* Undertake other work appropriate to the post or organisation as required.

***PERSON SPECIFICATION***

The person specification is a picture of skills, knowledge and experience required to carry out the job.

**Essential**

1. Experience of engaging and motivating local people from a wide range of backgrounds to participate in activities, including people who are disengaged from services. This will include people with physical or mental health conditions.
2. Ability to recognise people’s strengths and support them to reach their potential. This could include developing their own projects or activities from scratch.
3. Experience of facilitating group conversations and group activities.
4. Experience of managing difficult interpersonal situations.
5. Ability to work in partnership with statutory and voluntary sector organisations.
6. Experience of organising community events.
7. Experience of publicising and promoting projects and local events.
8. Ability to undertake project administration including record keeping and maintaining a bespoke database to enable accurate monitoring and reporting to take place.
9. Ability to use IT, in particular Word and Excel and some experience of creating leaflets/ posters using CANVA or an alternative software.
10. Ability to work alone, manage one’s own workload and work proactively.

**Desirable**

1. Experience of designing and delivering engagement strategies.
2. Ability to use initiative and be creative when engaging and supporting the community.

Volunteer Centre Hackney is committed to promoting and valuing equality and diversity in all our activities. We welcome and celebrate the diversity of the communities in Hackney and are strongly committed to achieving equal opportunities and access for all people and groups in society.

We actively encourage people from all backgrounds including people with disabilities or support needs to apply for this opportunity, as we really want applicants to reflect the diverse demographics of Hackney residents. **As such as we will offer guaranteed interviews to anyone who has a disability, and/or who is from a Global Majority background.**

To apply for this role, please email completed application forms Sections A and B and the Diversity Monitoring Form to [claire.ferrigi@vchackney.org](mailto:claire.ferrigi@vchackney.org) OR by post to Claire Ferrigi, Volunteer Centre Hackney, 12-13 Springfield House, 5 Tyssen St, London, E8 2LY, by **9am on Monday 26th May, 2025.**

It may be that you don’t meet all the criteria above, but we don’t want this to put you off applying at all. We value lived experience of the challenges VCH work to address - so if you’re not sure whether you’re right for us or us for you - please give us a call to chat. You can get in touch with Claire Ferrigi, Together Better Programme Manager, on **07305016611**. In addition, if submitting a written application is difficult for you, for whatever reason, please let us know and we will discuss your needs with you.