

JOB DESCRIPTION



Community Outreach Officer (Post number 2446-2453)

Service Area

Early Help and Prevention

Manager/Team Leader

Health & Communities Team Leader

Direct reports

0

Total Managed

0

Purpose of the Role

The focus of the community based service will be to recognise and understand local issues and their impact on the health and wellbeing of individuals and the wider community.

To work with community stakeholders to identify priorities for individuals, families and communities.

To improve the quality of life of residents within communities, in particular those who are most disadvantaged and to promote equality of opportunity and aspiration, with a particular focus on health and wellbeing and homelessness prevention. This will be on a project basis or in a designated geographical area in accordance with project priorities and service demands.

To recognise the impact on individuals and the wider community of poor physical, mental, environmental, social and financial health and to offer advice, signposting and referral to help improve outcomes.

To promote inclusivity, integration and community cohesion by welcoming newcomers and avoiding marginalisation which can arise as a result of homelessness and antisocial behaviour.

To ensure an ethos of early help and prevention, community and individual empowerment through co-design of local services. To provide communities and individuals with the skills and tools to better position

themselves to secure funding resource to support the things that are important to them.

To engage with community representatives and individuals within communities to understand local issues and priorities and identify gaps in service provision. To assist communities and individuals within communities to develop resilience against current and future challenges. To work in partnership with key external statutory and third sector organisations and at a grass roots level with the local communities within the North Norfolk District Council area.

Key Result Areas

1. Engage and support individuals and communities to understand their skills and aspirations.
2. Adopt an Asset Based Community Development (ABCD) approach to support the development of sustainable and thriving communities.
3. Assist residents in identifying, engaging and collaborating with local informal groups and associations to connect and strengthen community activities.
4. Support the provision of opportunities for local residents to develop working partnerships with community and other relevant organisations.
5. Maintain relevant records, document activities and prepare reports for the area you are responsible for.
6. Support residents to build networks and share knowledge and information.
7. Promote volunteering amongst individuals and communities and direct those interested to relevant training and support and volunteering opportunities.
8. Identify those in need of early help and support and signpost them to appropriate services, acting as an advocate for those who need additional support to access services.
9. Identify those who are isolated and signpost to appropriate services whilst appreciating the need to personally connect those who need additional support in order to engage.
10. Develop systems to generate feedback from residents and stakeholders and move to models of service design which incorporate co-production.
11. Identify funding opportunities available to individuals and local groups and provide support with bids and grant applications.
12. Develop services which meet high level delivery objectives for the Council and which also meet the high level delivery objectives of other potential key funders including Health, Public Health and Social Care.
13. Develop services based on proven invest to save models to attract Council funding and external funding.

14. Consider ways to engage communities to ensure that the voice of all are heard and in particular those who are disadvantaged or marginalized.

15. Undertake occasional evening and weekend work to enable attendance at community events to maximize opportunity to engage with all cohorts of the community as agreed with the Team Leader.

16. Demonstrate a helpful and caring attitude to service delivery for all of our customers and partners organisations. To act as an “ambassador” of the Council when dealing with residents, community organisations, businesses and partners.

17. To promote and adhere to the workplace values of our organisation.

18. Take responsibility for your own Health and Safety at work and that of other persons who may be affected by your actions.

19. Any other work required and as directed within the confines of the existing grading and post.

PERSON SPECIFICATION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Community Outreach Officer				
		Essential	Desirable	How Identified
Experience/ Knowledge				
	Experience of engaging with communities at a grass roots level	✓		App Form*/ Interview
	Experience of working autonomously	✓		App Form*/ Interview
	Experience of working in partnership/multi-agency service delivery environment		✓	App Form*
	Experience of co-production of services		✓	App Form*
	Experience of working in local government or third sector/community based organisation		✓	App Form*
	Experience of working with and or developing services for vulnerable people	✓		App Form*
Qualifications	Educated to A level standard or equivalent and GCSE or equivalent in English Language and Maths	✓		App Form*
	Project Management qualification		✓	App Form*
	Full Driving Licence	✓		App Form*
Training	Equality, Diversity and Inclusion		✓	App Form*
	Data Protection, Privacy and Confidentiality		✓	App Form*
	Safeguarding Children and Vulnerable Adult		✓	App Form*
Skills	Research and analytical skills	✓		App Form*/ Interview

	Report writing and clear presentation of information and data	✓		App Form*
	Planning and organising skills	✓		App Form*
	Methodical, managing competing priorities and pressures	✓		App Form*
	Problem solving skills	✓		App Form*
	Interpersonal skills and ability to communicate ideas to a diverse groups of customer and stakeholders	✓		App Form*/ Interview
	Competent in the use of I.T, systems and software applications including Microsoft Office, Outlook, Excel, TEAMS,	✓		App Form*
Aptitude and Disposition	Objective, caring, compassionate and a good active listener	✓		App Form*/ Interview
	Ability to work collaboratively	✓		App Form*/ Interview
	Ability to motivate and empower team members, residents, communities and stakeholders	✓		App Form*/ Interview
	Ability to build and maintain strong and effective relationships and work collaboratively	✓		App Form*/ Interview
Personal Circumstances	Access to transport	✓		App Form*
	Ability to work occasional evenings and weekends	✓		App Form*
Physical	A significant proportion of the working time will be spent in the community with minimal office/home working	✓		App Form*

Type all content in Ariel

*In order to assess this from the application form we require you to provide an example

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the Council:

Fairness - We respect people and treat everyone fairly

Ambition - We welcome new challenges and embrace change

Integrity - We are open and honest and listen

Resourcefulness - We strive to be efficient with our resources