



# Sefton CVS

Supporting Local Communities

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Community Outreach Worker</b>
<b>Salary:</b>	£22,932 per annum
<b>Location:</b>	Southport
<b>Hours:</b>	35 hours
<b>Benefits:</b>	26 days annual leave (plus bank holidays), rising to 29 days after 5 years' service. Company pension scheme with contributions of 6%. 24/7 Employee Well-being Assistance Programme. Life Assurance of 2 x annual salary. Income protection scheme (illness). Flexible working.

The post is offered initially on a 12month basis.

We pride ourselves on being an inclusive and supportive employer

Our vision is to develop a vibrant voluntary, community and faith sector that encourages and supports independent, resilient and sustainable communities.

### Job Purpose:

The Community Outreach Worker plays a key role in building strong relationships between support services and people in the local community affected by tragic events which occurred during summer 2024. They are responsible in supporting the Southport Engagement and Outreach Coordinator to deliver outreach initiatives to raise awareness of the support available via Southport's Recovery Programme and supporting individuals to access services. This role requires excellent communication skills to connect people with local community services to improve their wellbeing.



## **Main Duties and Responsibilities:**

### **Outreach and Engagement**

- Support outreach strategies to connect with target audiences and promote the Southport Recovery programmes and services.
- Build and maintain relationships with community members, NHS, Local Authority, local VCF organisations, and other stakeholders.
- Represent the Southport Recovery Programme at community events, meetings, and networking opportunities.

### **Individual Support**

- Develop relationships with people you are helping ensuring they feel listened to and supported with what is important to them.
- Work with individuals on a one to one basis to help them access support services, community groups or organisations.
- Provide follow up support to ensure clients feel they are receiving the help they need

### **Communication and Marketing**

- Help to create promotional materials, including brochures, social media content, and newsletters, to raise awareness of outreach activities.
- Help to maintain an active presence on social media platforms and other communication channels.
- Deliver presentations to diverse audiences to promote services available to residents in Southport affected by the tragedies.
- Assist in the delivery of events, drop ins and group sessions.

### **Data Collection and Reporting**

- Help gather community feedback to evaluate the impact of outreach programmes through surveys and other data collection methods.
- Provide appropriate and timely feedback to referral agencies

### **Partnership Development**

- Build relationships with local organisations, businesses, and public sector partners to enhance outreach efforts.



## General

You will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

You will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

## Confidentiality

You must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

## Equality, Diversity and Inclusion

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

We actively encourage and welcome applications from everyone, including people who are underrepresented in our organisation. The more diverse our workforce, the better we represent and can deliver for our communities.

## Navajo Charter Mark (LGBTIQA+)

Sefton CVS is committed to being an LGBTIQA+ friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTIQA+ people within our communities.



Sefton CVS actively encourage and welcome people from LGBTIQA+ communities to apply for our job vacancies.



## **Disability Confident Employer**

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



**What we mean by disability:** The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

**Guaranteed Interview:** The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

**How to apply:** If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

## **Additional Information**

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.



## PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

### Education and Experience

- Qualifications in Health and Social care or similar are desirable.
- Minimum of two years of experience in community outreach, supporting people or a related role.
- Experience working with diverse communities and fostering inclusivity.
- Experience and/ or understanding of supporting people with their mental health

### Skills and Competencies

- Strong interpersonal and communication skills, both written and verbal.
- Ability to build and maintain positive relationships with stakeholders and partners.
- Ability to actively listen and empathise with people in a non- judgemental way.
- Creative problem-solving skills and adaptability to meet emerging and unknown needs of local communities.
- Familiarity with social media platforms and basic marketing principles.

### Technical Skills

- Proficiency in Microsoft Office Suite and Google Workspace.
- Experience with CiviCRM is advantageous.

### Common Requirements that are essential for all Sefton CVS posts

#### Personal Skills

- High levels of emotional intelligence.
- Ability to use own initiative.
- Self-motivated and resilient.

#### Communication Skills

- To effectively communicate with different groups and individuals in various situations.

#### Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.



## Organisational Skills

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

## Team Working

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

## Information & Communication Technology

- Fully IT literate; to be able to use Microsoft Office software such as Outlook, Zoom, Word and Excel independently and effectively.

## Equal Opportunities

- To be committed to and understand equality, inclusion and diversity practice and implementation in the workplace.