

ROLE PROFILE

ROLE TITLE	Community Activities Co-ordinator		
DEPARTMENT	Community Services		
RESPONSIBLE TO	Independent Living Service Manager	RESPONSIBLE FOR	Hub based volunteers

ROLE PURPOSE	
<p>The post holder will lead the delivery of enhanced services to vulnerable people through a network of community based hubs across Cheltenham.</p> <p>The post holder will actively work in partnership with other partners and service providers to reduce social isolation and loneliness whilst promoting health and wellbeing for vulnerable across tenure.</p> <p>The post holder will be responsible for the development, organisation, coordination and delivery of services throughout the community hubs.</p> <p>Delivery will include direct delivery of services and specialist activities and the management of external partners commissioned by the post holder to deliver services at the hubs.</p> <p>The post holder will need to be skilled in engaging with, developing and delivering services and activities for older, disabled and vulnerable people; to maintain independence and promote personal development, health and wellbeing, and to enable an improved quality of life.</p> <p>The post holder will be required to develop positive relationships with local Clinical Commissioning groups and Cheltenham's GP's practices to implement referral systems to ensure that the communities' non-medical health and wellbeing needs are met more effectively.</p> <p>Actively work in partnership with other partners and service providers to maximise access for funding advice, support and training and personal development opportunities and represent CBH with key external stakeholders.</p>	

Accountabilities

Core Responsibilities

- Develop commission, review and implement a diverse programme of tenure blind community activities including: promotion of community hubs, health and wellbeing, funding and information resources, social opportunities, training or education, hobbies, guest speakers, etc.
 - Positively and proactively represent CBH in partnership activities including the county wide network of community hub providers
 - Responsible for the community hub locations ensuring that they are safe, well maintained and welcoming spaces
 - Ensure that activities are tailored to meet the wishes and needs of older and vulnerable people in Cheltenham that will increase the abilities of individuals, while providing group activities that will harness community strengths and assets and bring communities together
 - Positively promote independent living and promote CBH services and activities
 - Research activities which will be popular and beneficial to older and vulnerable people
 - Consult with individuals, communities and partners to develop future activities to meet the aims of Community Services Strategy and the CBH community model of support
 - Monitor and maintain the community hub budgets effectively to ensure value for money and that resources are managed effectively
 - Monitor, record and evaluate specialist health and social care / well being outcomes, community wide attendance, participation, personal development and satisfaction using CBH and County systems, producing reports as required
 - Refer individuals to CBH's housing support services and other providers to support independent living or where you consider that there is a risk to health and wellbeing.
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- Liaise and develop proactive partnerships with: health and social care professionals, statutory, independent and voluntary organisations.
 - Research, identify, and produce successful bids for appropriate grants and other funding streams
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- Adhere to the CBH Aims and policies for Equality & Diversity, Health and Safety, Safeguarding, Confidentiality and Data Protection.
 - To undertake such other duties and responsibilities of an equivalent nature, as may be determined by the post holders supervisor from time to time in consultation with the post holder
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KNOWLEDGE/SKILLS/EXPERIENCE/ATTITUDE/PHYSICAL REQUIREMENTS	
Essential	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Experience of working on own initiative with people from a diverse backgrounds including those with challenging mental and physical health problems • Experience of planning activities in a similar role and skills in problem solving and improving health and quality of life outcomes • Knowledge of health promotion and experience of delivering initiatives which evidence improvement to health and wellbeing and quality of life • Experience of delivering a wide range of activities and events for older, vulnerable or disabled people • Understanding of the needs of older, vulnerable or disabled people • Understanding of safeguarding vulnerable adults and children • Understanding of equal opportunities • Able to work effectively with partners and other agencies • Specific specialist understanding of the symptoms and impacts of specific mental and physical health problems that affect older people and ability to devise specific activities to address these • Experience in research, promotion and marketing of services • Ability to represent CBH when engaging with senior primary health professionals <p>Skills and attitude</p> <ul style="list-style-type: none"> • Effective communication skills (written and verbal) • Ability to manage activity budgets and customer funds with probity • Empathy and positive attitude to older people and people with a disability • Understanding of the issues that older people and people with a disability face • Negotiation skills • Able to motivate and inspire people to exceed their expectations • Ability to engage effectively with a wide range of individuals • Team player, integrity, reliable, discreet, adaptable, confident. <p>Physical requirements</p> <ul style="list-style-type: none"> • Car user and access to vehicle
Desirable	<ul style="list-style-type: none"> • First Aid • IT skills • Qualification in relevant area of work, or that is transferrable • Experience of carrying out consultation • Marketing and promotion of activities • Report writing and presentation skills • Knowledge of local Gloucestershire service providers • Ability to work within a budget • Understanding of the voluntary sector • Knowledge of funding streams • Fundraising • Knowledge of adult safeguarding protocols

PERFORMANCE MEASURES	
<i>For those with no performance measures defined, list the critical success criteria used to determine whether desired results have been achieved</i>	
Measure 1	<ul style="list-style-type: none"> Ability to plan a programme of activities or events
Measure 2	<ul style="list-style-type: none"> Ability to deliver a wide range of activities meeting the needs of the community
Measure 3	<ul style="list-style-type: none"> Ability to consult with individuals, communities and partners to develop future activities to meet the aims of Community Services Strategy and CBH Community model of support.
Measure 4	<ul style="list-style-type: none"> Ability to monitor record and evaluate attendance, participation and satisfaction using CBH Systems, producing reports as required.
Measure 5	<ul style="list-style-type: none"> Ability to liaise and develop partnerships with: health and social care professionals, statutory, independent and voluntary organisations

GENERIC COMPETENCIES		
<i>Personal attributes/behaviours the role holder must possess to be successful in the role</i>		<i>Level</i>
Commitment	Is single minded in achieving personal goals. Shows determination & tenacity in meeting challenges. A strong commitment to high standards. Is not dependant on energy of others or dissuade easily.	4
Communication	Communicates clearly and effectively with others, taking into account the needs and expectations of others.	4
Customer Focussed, contribution to service delivery	Able & willing to addresses the needs of internal and external customers with consistency and appropriate sensitivity	3
Improvement	Produces and implements ideas which are practical and imaginative. Can draw on experiences and apply them to other areas/situations to help generate ideas	3
Personal persuasion & Influence	Aware of impact and appropriateness of own personal style. Able to persuade and negotiate with others to achieve win/win situations.	4
Planning & Organising own work	Achieves goals and maintains and improves standards through an ability to think ahead, plan, prioritise and schedule activities and monitor and manage outcomes effectively	3
Self Learning & Improving	Strives to achieve the agreed and necessary quality standards. Aware of impact of own personal style and actively seeks to improve	3
Sharing Information	Proactively building positive relationships with others both inside and outside the organisation to improve knowledge, share information, benchmark against others and to ensure adoption of effective business practices.	3
Team Working, co-operating, collaborating	Works effectively as part of a team and shows commitment to team goals and values. Is effective at persuading and negotiating with others to achieve win/win situations.	4
Using Technology	Uses information technology (IT) to collate, arrange and organise data to store and retrieve relevant information quickly and efficiently and to analyse data to make effective decisions. Uses corporate software such as Microsoft products and bespoke systems relevant to the sections service provision.	2