

JOB ROLE DESCRIPTION

Role Title: Project Officer	Location: Tottenham Town Hall, London N15 4RX
Reports To: Project Manager Contract: March 2020	Salary: £23,307 pro-rata Part Time: 3 days a week Closing Date: 23 rd August 2019 (5pm)

Context:

Public Voice is a partner in a consortium which is delivering the Information, Advice and Guidance (IAG) service in Haringey from April 2016 to March 2020. Our role is to develop the outreach and engagement service which will identify needs in the community and target specific community groups who are less familiar with information, advice and guidance services. We have particular regard to the needs of people over 50 years of age.

Core Purpose of Role:

To contribute to the broader development and delivery of community based Information, Advice and Guidance services across the London borough of Haringey. Through community outreach and engagement with individuals, community groups and organisations the post holder will signpost older people to relevant services and community support networks and help them increase their ability to navigate information systems to maintain their independence.

JOB DESCRIPTION

Main Responsibilities:

1. Plan and participate in promotional events and activities to further the aims and objectives of the partnership and its objective in delivering IAG services.
2. Engage in regular outreach activities in locations where there are relatively high numbers of older people.
3. Ensure that outreach and engagement activities are targeted at all areas and communities in Haringey to ensure that the service is inclusive.
4. Contribute to monthly monitoring reports and capture the relevant information required to meet the contract specification in required formats to agreed timescales.
5. Support the building of active links with key voluntary sector agencies, community organisations and relevant statutory partners in the London Borough of Haringey.
6. Identify opportunities for wider access to and involvement from other community organisations in the support and delivery of information advice and guidance services, particularly relating to older people.
7. Develop, in partnership with Citizens Advice and HAIL training and support provision to individuals, groups and key local agencies that increase knowledge and skills to promote independence and collaboration.

8. Maximise the opportunities for organisations, groups and individuals to participate in activities that support increased self-reliance, independence and collaboration.
- 9 Support the delivery of other related Public Voice contracts and in particular the promotion of Healthwatch and Haringey Reach and Connect.

Other Accountabilities:

1. Work as part of a team acting as a leader and/or participant as required.
2. Attend and participate constructively in supervision and appraisal sessions, training programmes, and meetings.
3. Contribute to relevant websites and newsletters etc. to promote the work of Public Voice and its IAG delivery partners.
4. Be responsible for recognising vulnerable people and following agreed procedures to report and record, following all Safeguarding Policies as required.
5. Undertake other duties as required to support the smooth functioning of Public Voice in keeping with the overall grading and general responsibilities of the post.

PERSON SPECIFICATION

Skills:

Imaginative and proactive engagement with community organisations, statutory bodies and targeted interest groups that identifies need and support development.

Ability to collect and interpret evidence and data and use it to identify issues and write reports.

Good interpersonal skills and ability to relate to older people and professionals in a variety of organisational settings.

Good verbal and written communication skills; able to write concise, accurate and timely reports.

Ability to use relevant IT applications including Word and Excel.

Ability to organise events and effective diary management.

Knowledge:

Circumstances of isolated and vulnerable older people with knowledge of physical, psychological and social needs.

Understanding of the key principles of community development.

Practical knowledge of the challenges facing voluntary and community sector organisations in providing services with limited investment.

The importance of confidentiality and protection of data.

Equal Opportunities Policy within employment and service delivery areas; knowledge of issues related to equalities and diversity.

A relevant second community language would be desirable.

Experience:

Working across multiple agencies and complex professional relationships whilst maintaining a clear sense direction and target.

Working with diverse communities in an urban environment.

Experience of working with older people desirable but not essential.

Qualifications:

Community Development qualification or similar is desirable.

At least one year's equivalent experience in community development practice, or similar, in diverse environment desirable.

A current enhanced DBS check required.

Other:

A flexible approach to service delivery and working hours; reliability in timekeeping, available for occasional working across weekends and evenings to suit the needs of the service and service users.

To travel around the borough in a timely manner.

To deal with a variety of challenging situations in a calm and sensitive manner.

A strong commitment to learning/continuous self-development.