

- Job Title:** **Wellbeing, Welfare and Engagement Officer**
- Hours:** 24 hours per week (9.30am – 4pm Mon-Thurs)
Fixed Term to 31 March 2026 (with possible extension)
- Main Places of work:** Ver House, Park Estate, Frogmore, St Albans AL2 2WH
Your Community Hub, 5 Leeming Road, Borehamwood
Community Outreach Hubs across Hertfordshire

We are looking for someone who can live and breathe our values; To work in partnership, deliver quality, adapt, be positive and be inclusive. You will be proactive and able to work colleagues and volunteers to deliver amazing services.

Purpose of the Job:

The Wellbeing, Welfare, and Engagement Officer at Communities 1st is a dynamic role designed for individuals who possess the maturity, initiative, and self-sufficiency to work independently, as well as the collaborative spirit to thrive as part of a team. This position is integral to supporting our Community Hubs, serving as the primary liaison for local residents accessing services and programmes aimed at enhancing health, wellbeing, and community engagement. The successful candidate will have the opportunity to make a significant impact on local communities.

Candidates should demonstrate a proactive approach to problem-solving, a genuine passion for community service, and the ability to adapt to an ever-evolving work environment. They will play a critical role in delivering a diverse range of activities that address local needs, support our Better Day Hubs and Welcome Space Network, and engage in providing benefits and financial wellbeing advice.

Key responsibilities:

- Serve as the primary liaison for local residents visiting or contacting one of our community outreach hubs, ensuring a welcoming and supportive atmosphere.
- Provide advice on welfare benefits, conduct entitlement checks, and offer financial wellbeing support to maximize clients' income and support them in managing their energy costs.
- Assist individuals in their job search and career development efforts, including CV writing and linking clients with training and employment opportunities.
- Facilitate access to online services and digital training, promoting digital literacy and inclusion among community members.
- Engage local residents in community activities and events
- Work with local partners, organisations, and the broader Communities 1st team to ensure an integrated approach to service delivery.

Community Engagement and Development

- Engage and onboard residents as participants for projects, enhancing Communities 1st's collaboration across sectors.
- Boost community involvement through event participation and volunteer recruitment tailored to project needs.
- Foster a supportive network for informed community engagement and represent the organisation to amplify project visibility and address service user needs.
- Attend community events and meetings to increase participation and involvement
- Promote voluntary work through various methods to potential volunteers and support colleagues with recruiting and retaining volunteers.
- Work with the Making A Difference Team to strengthen existing befriending and mentorship programme.
- Work with the Making A Difference Team to support digital inclusion by assisting individuals to access online services and training courses.

Benefits and Financial Wellbeing Advice:

- Provide expert advice and support on a wide range of welfare benefits, including Universal Credit, disability benefits, and means-tested benefits.
- Conduct entitlement checks and offer financial wellbeing advice to support clients in maximizing their income.
- Provide generalist advice on social care, housing options and local services to clients in the spirit of offering a holistic support service
- Provide some basic energy-efficiency-related information and advice where applicable to help maximise income by reducing energy costs
- Have a good understanding of the boundaries of the advice service and make onward referrals or signpost elsewhere where appropriate
- To work as part of the team delivering an impartial service that allows clients to explore their options and make their own choices
- Effectively manage your own diary and workload including client-facing appointments, team meetings and administration and other tasks as appropriate

Employment Support:

- Provide guidance and support to individuals seeking employment, including CV writing, job search strategies, and interview preparation.
- Collaborate with the Employment Training and Skills team to link clients with training opportunities, work experience placements, and employment advice.

Other Duties

- Continue to strengthen Communities 1st's multiagency approach, building and maintaining links between local residents, groups, statutory partners, and the business community.
- Work as part of Communities 1st team in a professional manner in accordance with policies, procedures and equal opportunities practices
- Work with people from a range of seldom heard groups and contribute towards a positive equalities ethos.
- Manage a personal workload that includes appointments and volunteer coordination, ensuring service standards and KPIs are met.

- In order to be responsive to the community and to be able to support the Community Hub activities, you will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities, with extra hours to be reclaimed on a TOIL basis
- This is not a final and complete statement of the duties attached to this post, which may be amended from time to time in accordance with the changing needs of Communities 1st

Person Specification: Wellbeing, Welfare and Engagement Officer

	Essential	Desirable
Values and Personal Attributes		
1.1 Ability to implement our values in all aspects of work. These are to: Work in partnership; Deliver quality; Adapt; Be positive; Be inclusive.	✓	
1.2 Ability to work with a diverse range of people and organisations and be an effective communicator in both verbal and written forms.	✓	
1.3 Be proactive and self starting in the development of projects as well as work under pressure.	✓	
1.4 Ability to work flexibly and effectively as part of a team and on own initiative	✓	
1.5 Proactive approach to personal development and the updating of skills and knowledge	✓	
Skills & Knowledge		
2.1 Research and report-writing skills with the ability to interpret or present data		✓
2.2 Creative thinking and problem solving skills	✓	
2.3 Ability to identify the needs of beneficiaries and develop effective services in response	✓	
2.4 Good IT skills, particularly in relation to databases, website and social media.	✓	
Experience		
3.1 Recent experience of working in a customer-focused environment		✓
3.2 Good personal organisation and ability to handle more than one project at a time, including working to different people within the team	✓	
3.3 Experience of motivating and helping people develop skills	✓	
3.4 Relevant experience of providing welfare rights advice to clients, working in a related field		✓
Other Requirements		
4.1 Flexible approach to working hours. Able and willing to work occasional evenings / weekends	✓	
4.2 Ability to travel within the boroughs of Hertsmere and St Albans and occasionally wider afield	✓	