

Job Title:	Wellbeing and Engagement Officer
Reports to:	Wellbeing Services Manager
Hours:	30 hours per week (9am – 4pm Mon-Thurs, 9am – 1pm Fridays)
Salary:	£22,627 Full Time Equivalent (£11.76 per hour) Fixed Term from 6th Sept 21 – 1 April 22 (with possible extension)
Main Places of work:	Community Hub, 5 Leeming Road, Borehamwood Allum Lane Community Centre, Elstree Community Outreach Hubs across Hertsmere & St Albans

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:

Actively support the day-to-day running of the Community Hub services.

We are looking for someone with lots of energy and enthusiasm to play a key role supporting the Community Hub, being the first point of contact for local residents who drop-in/phone in for services provided by Communities 1st and partner agencies.

You will have experience and a genuine interest in partnership working to develop service offers that meet resident needs in improving their health and wellbeing. You will be comfortable and thrive working in an ever changing environment, understanding the need to meet the expectations, key deliverables and performance indicators of more than one key stakeholder.

No two days will be the same, and indeed although based at The Community Hub in Borehamwood, you may be required to work in Community Outreach Hubs for approximately one day a week each.

Community Hub

- Create a welcoming and supportive environment with a culture of trust so that clients have the confidence to access the service.
- Provide an efficient, effective and user-friendly information and signposting service to members of the public. Contact may be in person, by telephone or by email.
- Support others to experience the benefits of the internet and digital technology.
- Promote voluntary work through a variety of methods to potential volunteers and support colleagues with recruiting and retaining volunteers.

- Contribute to regular social media posts to promote the Community Hub and volunteering opportunities as well as promoting wider Communities 1st services.
- Understand the role of Communities 1st and promote the services with service users and the local community.
- Ensure that the venue is open and accessible during the Community Hub hours of operation
- Ensure that the Community Hub space is in good order at all times
- Input patient/resident data into the Client Management Software
- Assist with contacting and chasing up clients as required
- Maintain and guarantee client confidentiality at all times

Monitoring and Evaluation

- Support the Wellbeing Services Manager to create a good quality and comprehensive record keeping system for participants. This will include personal and outcomes evaluation data.
- Assist with the production of reports including statistical information on service delivery to agreed deadlines.
- Assist in the development of case studies.

Promote and represent the Health Hub

- Provide accurate information about the Community Hub to interested residents, local referrers and other interested parties
- Coordinate research to identify interest and uptake for current and future activities and events.
- Work closely with members of the local community to ensure they are catalysts for community development and at the heart of our movement for social change
- Support internal and external events to promote the work of the Community Hub and Communities 1st charity

Other Duties

- 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.
- 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
- 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

Person Specification: Wellbeing 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 Previous experience as a charity front line or support worker or significant volunteering experience would be an advantage		✓
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	✓	