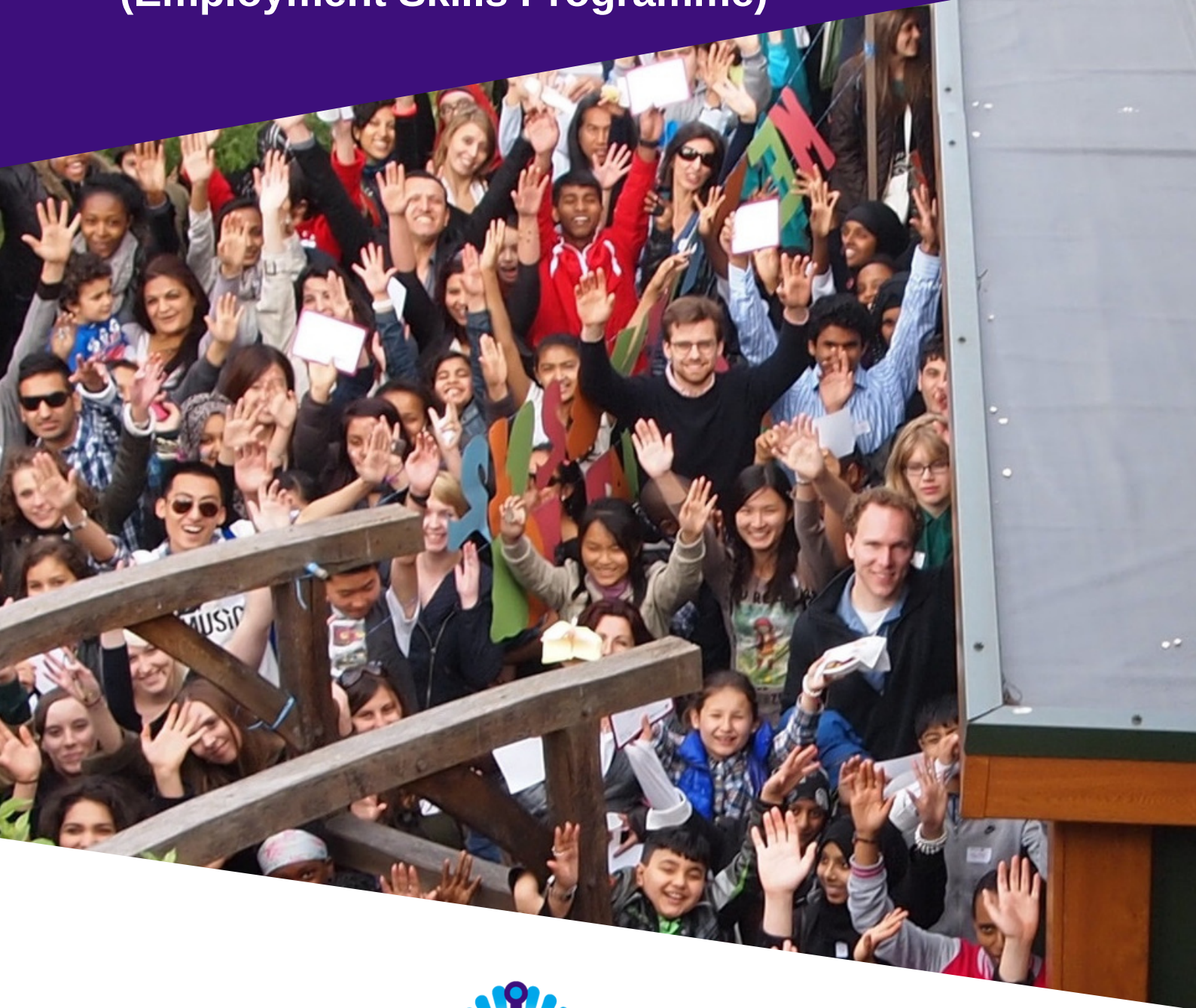


Make a difference

Join the team at The ClementJames Centre:
Community Development Worker
(Employment Skills Programme)



Releasing potential in the community

'ClementJames is very professional and consistent and I am so impressed with all the support that we have had. Everything comes together like a puzzle. Even though all the activities we have done at ClementJames are very different, I see that they have the same purpose – it is about focusing on ourselves, to have a voice, to be empowered, to be relaxed.'

Maryam, ClementJames client



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The ClementJames Centre**

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Dear Applicant,

For over 40 years, The ClementJames Centre has been offering local people the skills, knowledge, opportunities and support they need to achieve their potential. We have come a long way since our founding days – from a straight-forward homework club to a well-established community support charity, transforming the lives of close to 3,000 people each year.

The Community Hub Team work in five key areas of support: Employment, Wellbeing, Information Advice and Guidance, Numeracy and Literacy and Early Intervention. This is an exciting opportunity to tackle key local inequalities and issues in North Kensington, in a fast-paced, varied and creative role.

Our dedicated staff team is essential to the success of everything we do. Together, we work towards a fairer society where everyone is empowered to release their potential and live fulfilled lives. As a Community Development Worker (Employment Skills Programme) you will be at the forefront of positive social change, helping adults to find meaningful employment and training opportunities through skill and confidence building.

We offer full training, development and support, and you will have the opportunity to work with driven and compassionate colleagues within a vibrant community.

If you believe that everyone should have the opportunity to release their potential and live fulfilled lives and you would like to join a dynamic, innovative organisation, then The ClementJames Centre could be the perfect career choice for you.

Dami Solebo
Chief Executive



The Application at a Glance

Start date:	As soon as possible
Remuneration:	£27,700 PA
Contract type & hours of work:	Full-time, permanent. 37.5 hours, Monday to Friday. Some additional early morning, evening, weekend & unsocial hours will be required. Time off in lieu will be awarded in accordance with our policy document
Location:	95 Sirdar Road, London W11 4EQ
Annual Leave:	25 days per annum + 8 Bank Holidays + a discretionary 3 days over Christmas + additional service leave after set periods of service
Reporting to:	This post holder will be line managed by one of the Co-Heads of Community Hub
Benefits:	Staff pension, ongoing training and development opportunities (including Professional Development Days), Employee Assistance Programme, Travelcard loan and Cycle to Work scheme
Equal opportunity:	We are committed to equal employment opportunity and actively encourage people from all backgrounds to apply for the role. People from Black and Minority Ethnic backgrounds are currently under-represented in The ClementJames Centre's workforce and also within the wider charity sector. The ClementJames Centre particularly welcomes applications from individuals from Black and Minority Ethnic backgrounds

Application Process

We will be reviewing applications as they come in, and inviting prospective candidates to an initial first stage interview on a rolling basis. If successful in this first stage candidates will be invited to a further selection day.

To apply for the role of Community Development Worker (Employment Skills Programme), please complete the application form which can be found on our 'Join the Team' webpage. The form consists of information about you, your educational and professional experience and a 400 word supporting statement. If you have any issues completing the form, please email reception@clementjames.org or call us on **020 7221 8810**.

Completion of the Equal Opportunities section of the application form is optional but submission of this helps us to ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. You do not need to answer all the questions and the information provided will not be available to members of the selection panel.

The successful applicant will be subject to an enhanced disclosure through the Disclosure and Barring Service.

If you have any questions or would like more information about the application process, please contact reception@clementjames.org or call **020 7221 8810**. We are committed to providing reasonable flexibility throughout the recruitment process and will endeavour to be as accommodating as possible. If you require the application documents in a different format please do not hesitate to contact us.

If shortlisted past the first interview stage, you will be invited to a selection day at The ClementJames Centre, with the role starting as soon as possible. The selection day will involve a range of tasks related to the role.

The ClementJames Centre is a welcoming and unique place to work and if you would like to speak to a member of staff prior to submitting your application, please email reception@clementjames.org to arrange a phone call or a visit to the site.

Core Responsibilities

You will be upskilled and given training in all areas of Hub programmes to allow for organisational aims and the needs of the local community to be addressed.

Programme Delivery

You will be part of the Community Hub Team and will work predominantly in the Employment Skills Team, alongside some Wellbeing projects. You will be required:

- To work within the Employment Skills Team to deliver our offer to the local community. The majority of your role will involve working one-to-one with a caseload of clients to ascertain and support their employment or training needs.
- To work with the team to organise and facilitate a variety of group based sessions such as our Interview Skills Day supporting the Employment Skills programmes aims.
- To assist with the organisation and delivery of job searches and applications, CV clinics and preparation for interviews
- To work with senior staff to run outreach sessions with other organisations
- To assist with the organisation and delivery of group workshops for our programmes
- To work in partnership with relevant support agencies, housing associations and other community groups offering project-based work both on and offsite when required
- To work with the wider team to recruit adults and young people to the Employment Skills and wider programmes at ClementJames
- To support the successful delivery of the Community Hub programme of embedded and stand-alone emotional wellbeing workshops and activities
- To support the Senior Leadership Team in strengthening links with other agencies (for example, the borough and other voluntary sector bodies), attending meetings and making partnerships
- To support cover needs across the community hub strands when required

Administration Duties

- To develop, update and maintain ClementJames displays, resources and information packs
- To regularly update and track clients' information and progress on the charity database
- To keep abreast of and ensure compliance with all necessary regulations and legal requirements, including health and safety, equal opportunities, safeguarding and working with vulnerable groups

- To remain up-to-date with developments in relevant sectors to ensure the charity continues to offer the highest quality support to our service users
- To undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post

This job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The ClementJames Centre is an evolving organisation and therefore changes to the employee's duties may be necessary from time to time. The job description is not intended to be inflexible or a finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.

Person Specification

You will be an excellent listener and have experience working with vulnerable or hard-to-reach people as your work will involve delivering group and one-to-one sessions with adults, children and young people. You will be solution-focused and committed to delivering high-quality provision, as well as able to understand and assess information quickly. You will also be computer literate and will have achieved a grade C or higher in GCSE Maths and English (or equivalent). All candidates must have the right to work in the UK.

We are looking for people who can demonstrate our values: Talent, Quality, Compassion, Aspiration and Teamwork.

Talent: At ClementJames, we value and recognise the talent of every person **Are you someone who enjoys bringing out the best in yourself and others?** We need staff who will support others to succeed and who are ambitious to enhance their own professional development.

Quality: At ClementJames, we complete everything to the highest possible standard. **Are you someone who is hardworking and has the commitment to see things through?** We need people who take pride in their work and who thrive working independently and as part of a team. You'll be organised and committed to offering high quality, tailored support to your caseload of clients.

Compassion: At ClementJames, we practise pastoral, long-term care **Do you have a genuine passion for the mission and values of our charity?** If you believe that everyone should have the opportunity to release their potential and live fulfilled lives then The ClementJames Centre could be the perfect career choice for you. You will have the ability to deal with challenging situations in a calm and compassionate manner whilst also being able to maintain boundaries.

Aspiration: At ClementJames, we behave aspirationally and positively **Are you someone who has a positive outlook?** You will have a growth mindset, be keen to develop your skills and be proactive in helping the team to improve and innovate.

Teamwork: At ClementJames, we promote teamwork and togetherness. **Are you someone who is kind and supportive of others?** We need team members who will be committed to building an inclusive culture in which everyone is valued for the unique people they are.



Joss Cullen

Community Hub Manager

(Previously Senior Community Development Worker and Employment Lead)

Joined us in November 2017



Why did you choose to join The ClementJames Centre?

I chose to apply for the Community Development Worker role because it offered variety and the opportunity to learn about a completely new sector on the job, whilst developing the skills to best do the role. I was working in education at the time, and was certain I wanted to be in a people-orientated role but was unsure of taking the PGCE course needed to teach. The role at ClementJames had enough of the client-facing hours I was looking for and also combined my own interest in organisations tackling social causes.

What has been a highlight of your time at ClementJames so far?

A particular highlight for me whilst working here has been being able to build long-term relationships with a huge variety of clients. The one-to-one sessions allow you to really get to know your clients well and to be a part of their journey from when they first start at ClementJames to when they leave.

What is day-to-day life like working at ClementJames?

A day in the life of my role is fast-paced, seeing a mixture of clients in one-to-one employment and advice and guidance appointments, doing outreach work in schools and community settings or planning ahead for upcoming projects.

Our Community Hub offer

The role of the **Community Development Worker** is a varied one and involves delivering a high-quality and impactful offer of support to the community. These are the following programmes we offer:

Information, Advice & Guidance

We provide impartial information, advice and guidance to help people overcome a range of issues affecting their lives, from housing and benefits to changing schools. By enabling our clients to resolve their problems during one-to-one and group sessions, we help them to remove barriers and to make positive changes in their lives.

Employment Support

We work with local adults, equipping them with the skills to feel more job ready and to achieve their employment goals. This enables our clients to improve their quality of life, security, confidence and independence. By providing tailored one-to-one employment advice we are able to get to know our clients really well and help them to get that job that is right for them. The Community Hub Team also works with our volunteers, who support our clients as mentors and help us run our popular Interview Skills and Communication Skills Days.

Wellbeing Support

Our wellbeing activities aim to boost local peoples' confidence, reduce isolation and increase their ability to cope with challenges. You will hone your project planning and facilitation skills by helping to run a variety of different workshops, courses and events, ranging from creative activities and gardening to our Women's Confidence Programme and Conversation Group.

Numeracy & Literacy Support

We offer Maths and English sessions to children and young people who need additional, tailored support. Many of the young people who benefit from our one-to-one support lack confidence and self-belief in their abilities due to having fallen behind academically. By providing a structured programme of bespoke support, the Community Hub Team enable our students to improve not only their basic skills and academic performance but also their confidence and belief in themselves.

Early Intervention

Our Early Intervention Programme aims to mitigate the risks of young people becoming excluded from school. We do this through a number of interventions. Our exclusions advocacy programme aims to work with families and schools to provide an independent and neutral space which ensures that young people and families understand school exclusion procedures and policies, their rights and options within this, and that they feel heard and supported. We then deliver programmes at ClementJames and with partner schools which focus on equipping young people with developing skills around communication, developing positive relationships with peers and adults and increasing resilience, alongside careers guidance of post-sixteen options.

Staff Support and Progression

Training

You will receive on-the-job, experiential training to help you develop the skills needed to work one-to-one with people living in complex or vulnerable situations, as well as learning about our fundraising practices, charity governance and how we develop our long-term strategy through Theory of Change workshops. All staff also attend our annual **Vision Day** which is a chance for the staff team to meet with our Trustee board to consider the longer term, strategic direction of the organisation. Previous Vision Days actually resulted in the creation of the Community Hub programme.

Support

Staff in the Community Development Worker role will receive fortnightly one-to-ones with their Line Manager as well as benefitting from a range of different support:

- Our **Safeguarding Team** are available to discuss your caseload of clients and offer advice about how to deal with safeguarding questions or concerns
- Regular **peer support sessions** to discuss creative solutions and share best practice with the rest of the Community Hub Team
- Access to regular one-to-one sessions with our highly-trained **Staff Support Worker** who offers a neutral space for the team to discuss issues such as maintaining boundaries and developing resilience

Ongoing career development

- **Professional Development Days** – all staff who have been with the organisation for over one year have the opportunity to take a Professional Development Day. A staff member may choose to undertake a Professional Development Day in order to help them to develop in their current role, or because they're looking to build up skills in advance of an application for promotion, or maybe with a view to future career steps
- From 12 months onwards you will be eligible to apply for a promotion to **Senior Community Development Worker**. This is an opportunity to either help develop one specific area of the charity, or for you to continue to focus on your personal/professional development. Senior workers also receive extra training opportunities.
- There are also opportunities for promotion to Programme Lead roles or Co-Head of the Community Hub if and when they become available, or perhaps you might want to remain at ClementJames but move into a Head Office role

What our service users say about us

'I came to ClementJames and was encouraged to start a course in Health & Social Care, initially I did this because [I] felt that the centre believed in me. In the past I did not feel able to go into an academic class and introduce myself but now I am confident about taking part. I can give feedback to other people and express how I feel which is such a milestone for me. I have found the course therapeutic as discovering what other people have had to face has made me feel less alone with my issues. Academically I used to find it hard to concentrate because when I was younger bombs often used to drop on the school and being in classes reminded me of this. Now I know that everyone at ClementJames is behind me, supporting me and giving me the motivation and self-belief I need to reach my dreams.'

Z, ClementJames client

'I first came to ClementJames because I was stuck in a rut. ClementJames helped me with my CV and cover letter and I attended an interview skills day with volunteers from Barclays. I got my first job a few months afterwards. Without this centre my life would have taken a very different trajectory I'm sure. I feel so much more confident; I feel like I can hold my fort. When I first came here I would always talk about my alcoholism, my depression, my anxiety. Now I get up early, work out regularly, I have lots to feel positive about.'

David, ClementJames client

'The ClementJames Centre has given me a lot of support. They helped me to apply for grants to buy some furniture because we didn't have anywhere to sit at home. Our fridge was leaking and the grant helped me to pay for a new one too. I feel like they listen to me and help me in so many ways. They are so kind and the best discovery.'

Salma, ClementJames client

'Since I started attending activities at The ClementJames Centre, I feel more positive and lighter mentally. The changes in me have also meant that my son is much happier. He likes the gardening and always asks me when we will come back to the gardening. He knows the staff by name.'

Safia, ClementJames client

'I've now been getting support with my maths for over a year and feel like I'm really making headway. When I had to take a test in college recently, I got 80% on the maths test! It felt like such an achievement. I remembered quite a few useful tips from the sessions that helped me pass (like moving the decimal point 'to the left to the left' when dividing!).'

Tracey, ClementJames student





If you would like to find out more please
visit our website www.clementjames.org,
call us on **020 7221 8810**,
or email reception@clementjames.org

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