



**Community
Development Worker
(Information, Advice
and Guidance)**

A note from our CEO

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 in that time – from a small homework club to a well-established community support charity, transforming the lives of close to 3,000 people each year.

Our dedicated staff team is essential to the success of everything we do. Together, we work towards creating a fairer society where everyone gets the opportunity to achieve their ambitions. We do this by providing high quality services driven by individual needs. Working at ClementJames will put you at the forefront of making positive social change, helping local children and adults to grow and succeed.

Our Information, Advice and Guidance (IAG) strand is a significant part of our provision, helping adults to achieve their ambitions. ClementJames operates in an area of considerable inequality, and as such is seen as a vital service for hundreds of underserved adults and their families facing day to day challenges. Through this role you will play a vital role in helping people to receive vital information and support in areas including housing, obtaining grants and benefits. You will also get the unique opportunity to work with and learn from other specialist providers who partner with ClementJames, expanding your knowledge base and capacity to provide holistic support to our clients. It is important that you have a passion for working with people facing significant barriers ideally on a 1-2-1 basis.

This exciting role will not only give you a real insight into the charity sector, but also provide you with the skills and hands-on experience required to excel as a charity professional. We offer full training, development and support, and you will have the opportunity to work with driven and compassionate colleagues within a vibrant Community.

ClementJames recently introduced a 9 day fortnight policy through which staff members will work 9 days over a fortnight and have a Friday off. We have introduced this as a way of prioritising staff wellbeing, and ensuring individuals have a strong work-life balance. This policy will apply to you.

If you believe that everyone should have the opportunity to realise their ambitions 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



Job Purpose

The post holder will be involved in the delivery of The ClementJames Centre's Information, Advice and Guidance (IAG) provision. Our IAG work consists of running one to one and group sessions, to work alongside clients to help them deal with issues which arise and have an impact on their lives. We aim to support clients to develop the knowledge and skills they require to be able to deal with these issues independently in the future. We also have relationships with a wide range of specialist organisations providing housing, debt and immigration support, providing you with an opportunity to work with and learn from key partners.

You will also have an opportunity to contribute to our wellbeing work, which is embedded in all the services that we provide. This will include supporting clients to increase confidence and develop understanding of actions which promote levels of wellbeing, e.g. reducing stress or anxiety.



Person Specification

- An understanding of the issues and challenges facing local people, in particular those from marginalised groups;
- Experience working with adults who have faced obstacles dealing with issues in their lives;
- Be able to demonstrate strong communication skills with the ability to set expectations, deliver clear messages and maintain boundaries;
- Experience of building relationships with internal and external stakeholders;
- Experience of working in a high demand, service user focused environment with demonstrable resilience and the ability to use a wide range of technologies to support service delivery
- An ability to provide appropriate intervention to adults who are presenting with a safeguarding concern;
- Ability to think and work on own initiative through prioritising, planning, organising tasks and activities to meet deadlines.



Who are we looking for?

We are looking for people who can demonstrate our values: **Enable, Quality, Understanding, Improvement, and Partnership.**

Enable: we believe in helping people find the resources and achieve the independence they need for long-term solutions. Are you someone who strives to achieve the right outcome for each individual? You will be committed to building an inclusive culture in which everyone is valued for the unique people they are.

Quality: we are committed to providing the best environment for our staff to flourish so we can provide the best possible services to the community. Are you someone who is self-motivated, with a sense of ownership over tasks and duties? You will take pride in being efficient in all aspects of your work. You will also have the ability to plan and prioritise tasks and meet deadlines in a fast-paced working environment.

Understanding: we value the experience of every person in our community; our work is based on our understanding of the community's priorities. Are you someone who is kind and supportive of others? We need team members who deliver a professional service while maintaining compassion for clients and colleagues alike.

Improvement: we analyse what works and we learn from mistakes. You will have a growth mindset, embracing challenges and reflecting on how to develop and improve. You also have a positive attitude and the ability to work flexibly.

Partnership: we work collaboratively with individuals and organisations to achieve shared goals. Are you someone who enjoys working as part of a team? You will be supportive of your team members and beyond as we work together to equip the community for success.

Main duties and responsibilities

Key Relationships - Internal

Collaborate with all delivery services within the charity to help provide a holistic package of support to clients.

Key Relationships - External

Help maintain and build new relationships with key partners such as local support services, or national support services e.g. Shelter. Relationships with these partners are key for driving the aims of our programme.

Main Duties and Responsibilities

- To deliver a comprehensive offer of Information, Advice & Guidance. Some areas of this support will include, but not be limited to: benefits e.g. applying for Universal Credit, completing Personal Independence Payments; Cost of Living issues eg help accessing Food Banks, obtaining charitable grants for essential items; limited housing support e.g. support to report disrepair, make complaints and general support for issues which arise on a day to day basis e.g. form filling, responding to letters. This will be mainly one-to-one with adults, but will also require group work at times.

Programme Delivery

- To contribute to ClementJames' understanding of the issues which are impacting individuals and their families lives and to use this knowledge to ensure that we can address these issues and/or that we have a strong network of relevant support that we can signpost to.
- To refer clients to high quality organisations for specialist support e.g. Immigration issues, Debt support.
- To work with senior staff to run outreach sessions with other organisations in order to promote the variety of ClementJames services
- 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 ClementJames team to recruit and register adults to the programmes
- To support the successful delivery of the Community Support programme of embedded and stand-alone emotional wellbeing workshops and activities
- To support in strengthening links with other agencies (for example, the borough and other voluntary sector bodies), attending meetings, making partnerships and developing networks

Key Skills & Experience

Monitoring and Evaluation

- To ensure that Key Performance Indicators (KPIs) are achieved
- To regularly update and track clients' information and progress on the charity's 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 is consistent with the nature and scope of this post.

General

- To provide cover of delivery in other areas of the charity when needed
- To conduct risk assessments as and when required.

Any other job-related duties as assigned

Although core duties of the post are set out above, a flexible approach to work is essential. The post holder may be required to adapt the above duties to take account of changes in work practices and to ensure compliance with all necessary regulations and legal requirements; and to undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.



Safer Recruitment

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of children and adults at risk.

Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluation information from and about candidates to make sure that all persons appointed are suitable to work with our children and adults.

The recruitment and selection of our people will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

Our principles:

- We will always seek to recruit the best candidate for the role based on merit, including their skills, experience, motivation and competencies. Our robust recruitment and selection process should ensure the identification of the person best suited to the role and the organisation.
- We are committed to diversity and equality of opportunity and will interview all applicants (internal and external) who self-declare at application as having a disability, and who meet the minimum requirements in the person specification of the vacancy they are applying for.
- We will make reasonable adjustments at all stages of the recruitment process in order to enable successful candidates who declare disabilities to start working or volunteering with us.
- Any current member of staff, volunteer or client who wishes to apply for vacancies and is suitably qualified will be considered and addressed fairly and objectively based on their merit.
- As an organisation committed to safeguarding, we will ensure all under 18s joining the organisation have ongoing risk assessments to make sure their role and activities are safe and appropriate.
- All documentation relating to candidates will be treated confidentially in accordance with GDPR legislation.

A woman with brown hair, wearing a grey sweater and a blue lanyard with 'STAFF' written on it, is engaged in a conversation with two men in dark blue suits. They are in a room with a white wall and a bookshelf in the background. The woman is looking towards the man on the right.

To find out more, please contact:

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