

Job Description

Job Title:	Community Engagement Worker (Project Safe Haven)
Location:	King's Lynn
Responsible to:	Senior Community Engagement worker
Responsible for:	Volunteers
Job Purpose:	To support the Senior Community Engagement Worker to manage the SOS Project in a safe and responsible manner as stated in the contract.

Main Responsibilities

Service Delivery

- You will be required to work with a wide range of people, including children, elderly and vulnerable adults within community setting.
- Ensure that a place of safety is available on a Friday and Saturday night for individuals presenting in crisis in Kings Lynn area.
- Act as a point of contact in order to offer information, support and guidance in order to minimise harm and reduce admissions to A&E.
- Offer early intervention services and preventative measures to individuals out in Kings Lynn night-time economy in order to reduce attendance and admissions to A&E.
- Collect donations for the above and general donations- following YMCAN banking procedures.
- Keep an accurate record of people being supported, as in line with the contract requirements and report on this data.
- Report any comments or complaints through to YMCA Norfolk.
- To support the team to carry out vehicle checks and report any defects immediately to the manager at the start of each shift.
- To ensure all necessary vehicle paperwork e.g. Van checks, mileage, defects and travel logs is completed.
- To support the Senior CEW to develop and grow partnerships with other agencies, public, Police and Ambulance as well as local night economy providers through work with partners promote a safe approach to safe sex and substance misuse.
- Assist with the delivery outreach projects within High Schools to promote activities to keep safe in the Kings Lynn area
- To undertake other duties at the request of Senior CEW.

Safeguarding

- To ensure that YMCA Norfolk's Safeguarding Procedures, Policies and Operational Guidance are delivered in line with our values and ethos.
- To ensure the primacy of safeguarding children, young people and adults within or connected to YMCA Norfolk.
- To promote the welfare of children, young people and adults within or connected to YMCA Norfolk.


Internal Communications

- To ensure effective liaison with all departments regarding relevant issues and information.
- Where required input into cross-locality and cross-organisational working groups to support wider organisational objectives.

Development

- Attend and contribute in team meetings to further the service areas community work in line with the Organisations vision and strategy.
- Attend and participate in regular one to one line management and an annual appraisal.

Performance Management

- To ensure that the performance requirements of YMCA Norfolk (YMCAN) and funders are met and that service users receive a high quality person-centred service that is in line with YMCAN's values.
 - To maintain effective systems for recording and measuring outcomes for Quality Assurance purposes as required for the service area.
 - To record all interactions, maintaining up to date information where appropriate on client records on the appropriate database utilising technology supplied aiming for "live data".
 - To be alert to and manage risk effectively in all locations.
 - To adhere to all lone working policies and risk assessments provided for you by YMCAN.
 - To actively take part in required mandatory training as part of the yearly cyclical training calendar.
 - To operate within clear professional boundaries and work within YMCA Norfolk's Staff Code of Conduct.
 - To operate within the Behaviours Framework embedded across the organisation.
 - To implement and adhere to YMCA Norfolk's Policy and Procedures at all times.
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Involvement

- To actively encourage a culture of involvement and inclusion of service users in the work and life of YMCAN.
- As required engage in wider involvement opportunities and activities of YMCAN.

Equality and Diversity

- To act in accordance with YMCAN's equality, diversity and inclusion policy and procedures, to ensure that the Organisation is compliant with legal and regulatory requirements.

Christian Ethos

- To ensure all policies, procedures and working practices within the service area support the Christian ethos and values of the organisation.

To carry out any other tasks that may be required from time to time in accordance with the post holder's capabilities/Job description and the changing working environment.



Terms and Conditions

Pay:	Grade D £10.78 per hour
Hours:	15 hours per week
Contract:	Fixed term until 31 st March 2022 – Possibility of extension subject to funding
Shift Pattern:	Shift work including Friday & Saturday night 8:30pm – 3:30am
Annual Leave:	33 days (pro rata) per annum inclusive of Bank and Public Holidays.
Pension:	Access to contributory stakeholder pension scheme after 3 months.
Notice Period:	1 month
Conditions of Appointment:	Satisfactory references and satisfactory DBS check. This post is subject to a 6 month probationary period.
In Service Training:	Time allowed for in-service training, subject to budgetary provision.





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Scale Staff	Volunteers. The post is based in King's Lynn but the post holder may be required to visit other YMCAN sites.
Sites	
Discretion to Act	The post holder can recommend expenditure for approval by the Senior Community Engagement Worker. They are not involved in budget management for the SOS Project.
Environment <ol style="list-style-type: none">1. YMCA Norfolk operates on a 24 hour, 365 days per year basis.2. Unsocial hours3. Risk	<p>The post holder may need to be contacted in the event of an emergency related to their Service Area.</p> <p>Due to the nature of the post there will be unsociable hours of early mornings, evenings and weekends.</p> <p>The level of risk is assessed as medium/high. The post holder works in an outreach environment with those who are vulnerable in the King's Lynn night time economy. There is a risk of violence both directed at staff and between service users. The risk is managed and mitigated through a number of interventions including: training in core skills, non-managerial supervision, risk assessments and a strong policy and procedure framework.</p>



Person Specification

Job Title	Community Engagement Worker	
Category	Essential	Desirable
Knowledge	<p>K1 - Knowledge of the statutory frameworks for safeguarding children and young people and vulnerable adults</p>	<p>K2 - An understanding to the aim and objectives of the Project</p> <p>K3 - Geographical knowledge of Kings Lynn</p>
Skills	<p>S1 - Ability to demonstrate emotional stability and resilience to pressure</p> <p>S2 - Ability to work with agreed standards of professional boundaries and confidentiality</p>	
Aptitude	<p>A1 - Competent user of MS Outlook, Word, Excel and PowerPoint</p> <p>A2 - Competent at record keeping and report writing</p>	<p>A3 - Awareness of the needs of people with disabilities and vulnerabilities</p>
Experience	<p>E1 - Relevant experience working with vulnerable people</p>	<p>E2 - Experience of the voluntary or not for profit sector</p>
Education	<p>Q1 - "O" level / GCSE or Equivalent in Maths and English</p>	<p>Q2 - Evidence of recent relevant training</p> <p>Q3 - Basic First Aid Qualification</p>
Christian Ethos	<p>V1 - In sympathy with the Christian Identity of the YMCA</p>	
Personal Qualities	<p>P1 - Able to present self and work effectively</p> <p>P2 - High levels of honesty, integrity and discretion</p>	
Circumstances	<p>C1 - Able and willing to work unsocial hours</p> <p>C2 - Hold a full UK driving licence for minimum of 3 years and have own transport</p>	<p>C3 - Hold a C1 driving licence</p> <p>C4 - Hold a B1+E licence for towing</p> <p>C5 - The post holder is required to be aged between 25 and 68 for insurance purposes</p>





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<i>Health</i>	H1 - Able to meet the requirements of the post with or without reasonable adjustment	
<i>Equality and Diversity</i>	O1 - An understanding of equality and diversity	

