

Communities Outreach Manager

Community Services

PERSON SPECIFICATION



You should complete your application form bearing in mind it will be scored against all the elements above.

If you are unable to directly meet any of the criteria, please explain more about any transferrable skills you have that you think would be suitable to this role. It is important to give us as much information as possible about your skill set.

Any or all of the elements could be discussed further at interview stage.

CRITERIA		Essential	Desirable
QUALIFICATION	Relevant degree or recognised qualifications in Health and Social Care, advice work, Community Development or other relevant profession. (eg NVQ Level 4/5) Or Have at least 3 years' experience in Community Development at a senior level	✓	
	Minimum 3 years relevant line management experience		✓
EXPERIENCE	Considerable experience of providing line management, supervisions and support to staff and an understanding of personnel issues.	✓	
	Experience in supporting community development and working with communities	✓	
	Experience of partnership working and development of new partnerships and building on positive relationships.	✓	
	Experience of managing and supporting change; able to demonstrate the process used to develop service change and improvement	✓	
	Significant experience and understanding the issues affecting vulnerable people, communities and groups that may support within communities	✓	
	Experience in project management and implementation of new projects (eg: setting objectives, financial and activity, monitoring, evaluating and reporting)	✓	

	An understanding of and the ability to produce robust contractual, performance and monitoring documents for funders	✓	
	Experience of partnership working and constructive liaison with relevant voluntary/statutory organisations and professional groups	✓	
	Evidence of success in promoting equality and diversity, evaluating service quality and understanding of legislation relating to Carers and other vulnerable groups		✓
	Experience of bid writing – grants and or contracts	✓	
	Experience of developing and delivering training programmes		✓
	Ability to work to tight timescales, priorities conflicting workloads and delegates tasks as appropriate	✓	
	Knowledge and experience of Safeguarding reporting and supporting staff with safeguarding issues	✓	
SKILLS AND KNOWLEDGE	Excellent verbal and written communication skills and able to present information appropriately in an engaging manner to different audiences.	✓	
	Problem solving skills to provide integrated solutions to complex organisational problems	✓	
	Demonstrable knowledge and understanding of services and legislation of relevance to carers and people with disabilities		✓
	Supervision and appraisals skills and able to support staff through different issues – wellbeing both physical and emotional.	✓	
	Excellent interpersonal skills, able to lead and work as part of a team, building positive relationships with staff, colleagues, stakeholders and understanding of issues in working with volunteers.	✓	
	Demonstrable understanding of the benefits system and particularly of the benefits relevant to carers and people with disabilities		✓
	Confident to design and deliver training		✓

	A good knowledge of IT and social media platforms	✓	
PERSONAL ATTRIBUTES	Ability and willingness to work flexible hours (occasional evenings / weekends)	✓	
	Ability to work as a member of a team	✓	
	Self-motivated, enthusiastic, good sense of humour and empathy, with the ability to work on own initiative and part of the team	✓	
	Ability to work to tight timescales and under pressure	✓	
	Willingness to travel across a diverse urban/rural area, visiting clients in their own homes and at other venues	✓	

May 2023