

## ROLE PROFILE

<b>POSITION</b>	Community Navigator	<b>GRADE</b>	6
<b>TEAM</b>	Community Investment Team	<b>LOCATION</b>	Coastline House, Redruth
<b>VERSION</b>	2	<b>LAST UPDATED</b>	August 2020

### PURPOSE OF ROLE

Working in a defined locality, to support the delivery of the key objectives in line with the Customer First – Access and Inclusion Strategy:

- to deliver the Coastline Conversation: enabling customers to get involved in matters that are important to them and their communities, through asset-based community development (ABCD) work which is innovative, data-driven, and ensures a clear line of sight between customer, communities and the Board.
- to promote and deliver back to work opportunities under the '*inspiring futures*' programme
- to deliver meaningful involvement and social value outcomes in line with the National Housing Federation's (NHF) Together with Tenants Charter commitments and relevant regulatory requirements, in particular amongst under-represented groups, through a variety of projects and interventions.

Contributing to the development of new initiatives to achieve effective participation, enhancing the quality of life for customers and communities

## KEY ACCOUNTABILITIES

1. Working across a defined geographical area, assist with the delivery and implementation of all aspects of the Coastline Conversation, in line with the Customer First – Access & Inclusion Strategy, in line with the team vision and team plan.
2. Use community work as an opportunity to promote and engage customers with the Together with Tenants/Trust Charter. Support customers to scrutinise Coastline's commitment to the Together with Tenants/Trust Charter, and report findings to the Board and publicly.
3. Assist with the delivery and promotion of new and emerging programmes of participation, including Together for Families, SMARTLINE 1.0 & 2.0, and any others that may arise in the future.
4. Promote and recruit to all back to work schemes under *inspiring futures*, support the co-ordination and successful delivery of these.

5. Identify local volunteering opportunities and work with Volunteer Manager to match candidates to roles/opportunities
6. Develop relationships with other agencies, both locally and nationally, and community groups which will complement, add value to and empower communities in the delivery of the Customer First – Access & Inclusion Strategy and action plan
7. Implement participation and community involvement initiatives and ensure the principles of consultation, participation, innovation and involvement are achieved within areas of responsibility, making full use of tools such as the Coastline Conversation, 'guided conversation', online forums and social media to ensure that involvement is representative of Coastline demographics and is guided by relevant legislation and best practice
8. Work collaboratively with colleagues to deliver our Strategy and Action Plan and to facilitate a schedule of community-based visits, using data to inform priorities.
9. Deliver community work, planned and based on community assets/strengths and informed by use of data/customer consultation and best practice
10. Contribute to the customer satisfaction survey planning and implementation, and ensure that customer feedback is collated and presented to involved customer groups to ensure a clear line of sight through to the Board.
11. Assist with the development and review of policies and procedures in accordance with regulatory requirements and best practice, and implement as required.
12. Work in partnership with and support new and existing customer involvement groups in achieving their aims and aspirations including accessing funding.
13. Actively support the colleagues to enable them to ensure opportunities to participate are promoted within communities and to ensure that services are customer focused, outcome driven and that customers are involved in shaping decisions.
14. Ensure the Coastline Conversation, Coastline's website and My Coastline portal is used to communicate engagement opportunities, community events and relevant information.
15. Work with colleagues and customers to create meaningful engagement opportunities across all communities, including 'hard to reach' groups.
16. Promote the 'Menu of Options' and maintain and update the 'Calendar of Participation' Events to customers on a regular basis.
17. Attendance at relevant internal and external meetings and events and evening meetings where required.
18. Utilise IT systems to ensure accurate reporting of activity, impact and outcomes, including social value impacts.
19. Assist with the development and implementation of effective systems and processes that enable the accurate recording and reporting of all activities.

### **GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)**

- 1.** Represent the Company positively with all external agencies.
- 2.** Service and support the Company as requested.
- 3.** Establish, develop and maintain effective working relationships with all work colleagues.

4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

## REPORTING

- Reports to the Community Investment Manager

## CONTACTS

### Internal

- Board Members
- Senior Management Team
- Executive Team
- All Internal Departments

### External

- Customers
- Voluntary and Community Groups and Agencies
- Statutory and Partnering Agencies
- Funders
- Regulatory Bodies and best practice organisations

## PERSON SPECIFICATION

<b>POSITION</b>	<b>Community Investment Officer</b>		
<b>TEAM</b>	Customer Access Theme	<b>LOCATION</b>	Coastline House, Redruth
<b>VERSION</b>	2	<b>LAST UPDATED</b>	October 2016

<b>QUALITY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline's values:                             <ul style="list-style-type: none"> <li>√ Put our customers first</li> <li>√ Be open, honest and accountable</li> <li>√ Value each other</li> <li>√ Strive to be the best</li> </ul> </li> <li>• Sincerity, patience, tact and the ability to earn the trust of others</li> <li>• Active listening – curiosity and attentiveness; asking pertinent questions that link directly to the Community Investment priorities, using a flexible approach according to the needs of the customer.</li> <li>• High degree of empathy, understanding and integrity</li> <li>• Social perceptiveness – sensitivity to body language, social cues, and cultural patterns of behaviour; able to interpret thoughts and feelings of those unable to confidently communicate verbally.</li> <li>• Diplomatic, calm and objective</li> <li>• Commitment to collaborative working and operating as a valued member of the team</li> <li>• Effective time management skills and highly organised.</li> <li>• Self-awareness – reflective practice for both CPD and also shaping service design and delivery. Diplomatic, collaborative and empathetic with both colleagues and customers.</li> </ul>	

<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"><li>• Good standard of general education</li><li>• Evidence of commitment to continual professional development</li></ul>	<ul style="list-style-type: none"><li>• GCSEs grade C or above.</li><li>• Level 3 Information, Advice &amp; Guidance</li><li>• Certificate or qualification in Housing, community development or similar.</li><li>• Qualification in social sciences, coaching/mentoring, or other relevant subjects.</li></ul>
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**Job Related skills**

- Comprehensive understanding of social value, how it can be measured and why it is important to embed this in project design and delivery.
- Excellent use of data, from capturing and recording to monitoring and utilising for the planning and delivery of interventions.
- Excellent interpersonal, verbal and written communication skills
- Ability to use IT to a level commensurate with the post (for example: working knowledge of Microsoft Office - Word, Excel, Powerpoint and Outlook; ability to use mobile technology and internet resources).
- An understanding of health, social care and voluntary sector service provision, the challenges currently faced and the issues affecting local communities.
- Innovative – able to design and develop resources/solutions in collaboration with customers to build on the strengths and meet needs the community has identified.
- Networking – identifying and building strong, positive links with external agencies; active engagement with CECl for the purpose of sharing best practice; forging cross team working links with internal colleagues.
- Understanding of the principles of confidentiality and how these apply when handling customer/participant information
- Ability to reflect upon and evaluate ways of working and to identify how services could be developed and improved
- Flexible working style; proactive and responsive – the ability to manage time/diary to enable pragmatic responses to customer need.
- Mobile, agile working – ability to adapt to different working environments, including hot-desking in partner agencies and working within community venues
- Ability to implement innovate consultation methods
- Experience training and capacity building of customers
- Knowledge and understanding of maximising positive PR opportunities
- Understanding of the role of scrutiny and co-regulation
- Understanding of impact assessment
- Experience of adopting a person-centred approach

**Other**

- Ability to attend evening and weekend events
- Access to a vehicle and a full drivers licence
- Basic DBS check