**Ruils Job Description**

**Job Title:** Community Engagement Co-ordinator

**Responsible to:** Community and Volunteer Manager

**Salary:** **£22,500 - £24,500 pro rata**

**Pension:** Employer contribution

**Hours:** 28 Hours a week

**Based:** The Disability Action & Advice Centre 4 Waldegrave Road Teddington TW11 8HT   
 Flexible hybrid working with some community outreach

**Introduction**

Ruils is a user-led charity based in the Richmond borough that supports disabled children and adults and the elderly to live independently, be part of their community and to live life to the full. We provide information, advice, advocacy, befriending and activities to our clients and their families.

As part of this mission, we deliver accessible and inclusive community group activities and volunteer-based services for disabled residents. Our ambition is to enrich people’s lives, help with their mental health challenges and reduce their isolation and loneliness. We have broadened our community remit to also identify, advise and support residents living with health inequalities in the Borough of Richmond as an NHS South West London Integrated Care Board Core20Plus5 Partner. The localities of focus will be Whitton/Heathfield, Hampton North, Barnes North, Mortlake and Ham & Petersham. These localities are also where Ruils has lower levels of volunteer engagement and consequently community service provision.

**Purpose of Post**

1. Working with the Community and Volunteer Manager to deliver our Community Independent Living Services (CILS). The role entails supporting Ruils’ Group Activities, Befriending, Active from Home Walks, as well as the recruitment and management of Ruils Volunteers.
2. Working with the Community and Volunteer Manager, to manage our Core20Plus5 initiative to target resident engagement with community organisations in areas where this is identified as being low. To establish the reasons for this and draw up a plan for improved local engagement by driving volunteer recruitment and delivering increased befriending and Active from Home client matches, new group activities, and establishing a trusted reach-out path for the currently dis-engaged residents at our Health and Wellbeing events.

To provide input to Health and Wellbeing events organised by the Health in your Hands team in areas of focus.

**Key Duties**

1. Support with the recruitment, matching, on-boarding, training and management of Ruils Volunteers in particular areas of focus and across the charity when required.
2. Support with the administration and management of the Ruils Befriending, Active from Home Walks, and Community Group Activities, particularly in key areas of focus.
3. Support new clients being referred into CILs services to access activities and services.
4. Work with clients (with guidance and support) to:
   * access CILS services
   * match with appropriate befriending volunteers
   * access social and leisure opportunities in the community.
5. Support (where appropriate) with facilitating Ruils online group activities.
6. Support with the monitoring of CILS activities.
7. Manage our Core20Plus5 initiative to engage with community organisations (council, voluntary, health & wellbeing, resident associations), and local residents to:
   * increase Ruils understanding of local health and wellbeing support needs
   * record findings of engagements as basis for new services deployment
   * promote new volunteer requirement at micro-level in targeted localities
   * evaluate what new group activities will meet local resident wellbeing needs, and propose plan for delivery
8. Support the delivery of Ruils Health & Wellbeing Events in key areas of focus including contacting local residents to promote the events
9. Identify, reach out and establish ongoing relationships with like-minded organisations to attend their health and wellbeing events in the targeted localities. As a community connector, outreach should also identity individual influencers in these areas in order to utilise their knowledge, insight and influence with the challenges faced by local residents. The goal is to establish a trust and confidence to maximise our engagement with local residents
10. Other duties as deemed appropriate relating to the community services, or Ruils services generally.

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| **Ruils Culture**  At the heart of Ruils is good people. We believe in mutual respect where we value everyone’s strengths and celebrate our differences and imperfections. We all support a collaborative ‘us’ mentality where we share our knowledge for the benefit of our colleagues and clients.  Our culture is underpinned by clear, honest and transparent communication at all levels. We are all committed to creating an organisation that supports our personal and professional lives, but can still be a fun and sociable place to work.  We all passionately believe in the same vision for Ruils and our clients - supporting people to become valued, effective and independent members of society. We will achieve this through open collaboration as a team and an empathetic approach to our clients.  For us all to grow and flourish we are committed to creating a supportive, caring and kind environment for every member of our team. We will do this by trusting our colleagues and acting with the utmost integrity and accountability with everyone we come in to contact with. We are all committed to the success and growth of Ruils and appreciate this will be achieved through being flexible and accessible in our approach to work and by supporting each other to reach our full potential.  Finally, we know that it is the people at Ruils that make the difference. We will encourage and welcome like-minded people to the team who share, and are committed to our values.  It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to clients and to ensure the efficient running of the organisation. |

**General**

The post-holder is expected to work in line with the Ruils’ policies and procedures including health and safety, confidentiality, safeguarding adults and children, and equal opportunities and diversity. In carrying out their duties the post-holder should endeavour to maximise the opportunity for disabled clients to be independent and to create opportunities that enable them to reach their full potential.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to clients and to ensure the efficient running of the organisation.

The post-holder will:

* + Promote the work of Ruils,
  + Be self-servicing and will maintain efficient files and records and record on the Ruils database,
  + Attend monthly staff meetings,
  + Attend personal and peer supervision and appraisal meetings,
  + Attend and contribute to Planning Days and Events as and when required,
  + Undertake any training necessary to improve performance,
  + Comply with all relevant legislation,
  + Ensure that confidentiality of client information is maintained in line with GDPR regulations.

**Special Requirements:**

Flexibility to work outside of normal office hours on occasion. Ability to work remotely or online for a period of time, with strong IT skills.

We actively encourage applications from disabled people and people with long term health and mental conditions.

We operate a Guaranteed Interview Scheme in that we will guarantee an interview to all disabled applicants who meet the essential criteria for the post. Please state in a cover letter if you wish us to consider you for this guaranteed interview scheme.

**Person Specification**

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| **Essential** | **Desirable** |
| **Education, Vocational Training & Qualifications** |  |
| * Good standard of education |  |
| **Experience** |  |
| * Working in a public facing role * Experience of using a person-centred approach. * Experience of working with vulnerable people * Experience working independently in a digital environment | * Experience of recruiting volunteers or staff. |
| **Knowledge and skills** |  |
| * Ability to think creatively and to come up with solutions. * Ability to gather and assess information efficiently. * Ability to use Word, Excel, Zoom packages to a high standard. * Ability to work under pressure * Flexible and able to work on own initiative and with minimum day to day supervision. * Communication skills including interpersonal, written, presentational and spoken. | * Numerate and knowledge of budgeting. |