



# Outreach & Engagement Lead Job Specification

---

## Job Description

Contract:	Employed, one-year fixed-term contract, with potential to extend. 4-month probationary period.
Hours	24 hours per week, with a paid lunch break
Location:	Hybrid. Home-working, with attendance at meetings and supporting courses in community venues across the borough.
Line Manager:	Director
Approximate Start Date:	18 March 2024

## Role purpose

The purpose of this role is to ensure GCP's programmes reach and benefit those people from under-served communities who most need our help.

## Role summary

Join our dynamic and growing charity in the heart of East London, using your fantastic people skills to support regular wellbeing courses and weekly follow-on sessions for isolated older people. This will include identifying suitable partners and venues, liaising with those venues, advertising courses, working with referrers and via other routes to identify and reach participants, identify access and transport needs, help address any barriers and support participants to attend. As a good or fluent speaker of both English and a Bangla dialect, your language skills will help you reach those facing language barriers. You will capture accurate data before and after interventions, supporting ongoing monitoring and evaluation of our programmes. While your time will primarily be focused on our work with lonely older people, you'll also provide support across GCP's projects, through identifying and building the right relationships and partnerships, and supporting the Director with operations.

## Role accountabilities and responsibilities

### Outreach

- Organise regular wellbeing courses for lonely, isolated older people, liaising with the project Facilitators, community venues and referrers, ensuring we reach those at high risk of loneliness and isolation.
- Work on a 1:1 basis with referrals to learn more about their needs, identify and organise any support needed for them to access the programme.
- Take a person-centred approach to supporting each person through their journey to engagement, and be flexible and adaptable in seeking to reach isolated groups, which could include working with an interpreter.
- Manage and support up to two active volunteers, to assist you in your work.
- Proactively respond to safeguarding concerns, following GCP policy and procedures and raising any concerns straight away with the project Facilitator or Staff Safeguarding Lead, as appropriate.
- Keep a note of needs and wishes expressed by participants, signposting and supporting them to access appropriate services and local opportunities.

### Networking & engagement

- Build referral pathways and partnerships with relevant groups across Tower Hamlets, including local service providers, charities, local government hubs and coalitions, primary care networks, NHS entities, GP surgeries and social prescribers.
- Keep in touch with local initiatives and significant research on loneliness.
- Attend relevant local events to advertise our services, building mutually supportive relationships and referral pathways.
- Respond to ad-hoc requests from the Communications Officer to meet participants or access data, to support communication of our impact.

### Monitoring and administration

- Initiate and attend regular project meetings and quarterly staff meetings.
- Complete pre-course risk assessments, and maintain the project risk register.
- Collect and record equalities data, referral routes, and pre- and post-intervention impact data.
- Ensure Enhanced DBS checks are in place for all project staff and volunteers, and obtain new ones where necessary.
- Ensure familiarity with GCP's Health & Safety policy, Diversity, Equity and Inclusion policy, and our Adult Safeguarding policy, and that you understand your responsibilities in line with these policies.
- Ensure familiarity with the Health & Safety policy of any buildings where events are being delivered.

Line management responsibility:	YES (up to 2 volunteers)
Budget responsibility:	NO
<b>In this role you will liaise with:</b>	The project Facilitator(s), the Director, and occasionally the Communications Officer.

## Person Specification

Qualifications and training	Essential	Desirable	A	I
At least 5 GCSEs grades A-C or equivalent, including Maths and English	X		X	
A level qualifications		X	X	
Degree or vocational qualification in a relevant area such as health, wellbeing, community development, community organising		X	X	
Evidence of continued professional development in outreach, health, wellbeing and/or community work		X	X	
Previous experience	Essential	Desirable	A	I
Planning and undertaking community outreach and engagement activities and events	X		X	X
Identifying opportunities and building strategic networks and partnerships	X		X	X
Working with vulnerable community groups, which may include lonely or isolated older people	X		X	X
Understanding of loneliness, isolation and the different forms barriers to connection can take		X		X
Voluntary sector experience		X	X	
Skills, knowledge and aptitudes	Essential	Desirable	A	I
Ability to quickly build effective relationships	X			X
Knowledge and awareness of safeguarding issues and processes		X	X	
Collaborative team work	X			X
Ability to support and empower others	X			X
Fluent in Sylheti / any Bangla dialect	X		X	
Proactive, independent, able to take initiative	X			X
Good verbal and written communication skills	X		X	
Competent user of MS Word, Excel and G Suite	X		X	
Other requirements	Essential	Desirable	A	I
Strong alignment with GCP's values	X		X	X

## Pay & benefits

- Salary is £31,339 per annum, pro rata
- 25 days' paid holiday plus bank holidays, pro-rata
- Auto-enrolment to our NEST pension scheme for the duration of your employment. GCP's pension scheme runs on a qualifying earnings basis, with a 4% employer and 4% employee contribution

## Application process

Please send the following to [gcp@globecommunityproject.org](mailto:gcp@globecommunityproject.org)

1. Your up-to-date CV.
2. A covering letter or email message outlining your suitability for the role. Do take time to consider our work and our values, which you can explore via our website at [www.globecommunityproject.org](http://www.globecommunityproject.org)

NO AGENCIES: We're not using agencies for this vacancy and we cannot accept any CV-only submissions.

## Informal chat

If you're thinking of applying but unsure, perhaps because you don't meet all the essential criteria, do get in touch to discuss this further. If you're excited by this vacancy then don't rule yourself out - it might still be worth applying.

Contact [gcp@globecommunityproject.org](mailto:gcp@globecommunityproject.org) or 07419 586150 to arrange a chat.

## Closing date and next steps

Tuesday 30th January 2024 at 09:00.

We'll screen all applications personally, and all applicants will receive a response confirming we've received their application. We value the time taken to make a job application and the interest shown in GCP. If you are shortlisted, you'll be contacted and invited to an interview.

## Interview details

Interviews are scheduled for Monday 5th February and Tuesday 6th February, and will take place either before 10:00 or after 17:00. This is to support those currently in work, and to enable our trustees to work around other commitments. Interviews are normally carried out over Zoom, again to enable our trustees to work around their commitments.