

The Compass

JOB DESCRIPTION

Job Title: Christian Community Outreach Worker

Area: Felixstowe and its immediate environs

Base: Christ Church, Grange Farm Avenue, Felixstowe IP11 2XD

Hours: Maximum 16 hours per week, some flexibility as to how many hours per week and when these are worked, but these must align with available volunteer support and, during training, with the existing outreach worker's hours.

Pay: £15 per hour

Pension: Through People's Pension scheme

Line Manager: Jill Mayes

Introduction

The Compass opened its doors in April 2021. Its purpose is to provide a compassionate interface between service-users, the statutory agencies and the life skills that are needed. The aim is to improve wellbeing in all areas of an individual's life. Those referred are looked at holistically to support the wider family situation, ultimately to empower individuals to take control of their own lives and thrive. All of this is driven by our love for Jesus, but our services are available free of charge to those of any faith and none.

Responsibilities:

- Conduct one-on-one, in person appointments with individuals wishing to use our services, maximum 12 appointments per week.
- Build strong, trusted relationships with all relevant referral agencies, eg schools, social care, social housing providers, Job Centre, GP surgeries etc
- Build links with local Christians/churches so they feel confident to provide volunteers and make referrals
- Attend some local church and community activities to become a known and trusted face
- Construct, monitor and document an effective action plan for each family/individual in need, constantly seeking to move them from dependence to independence
- Support service-user engagement with existing services, including completion of online forms
- Supervise, train and develop volunteers
- Ensure adherence to all relevant policies (eg GDPR, lone working, health and safety, equality and diversity, confidentiality). This must include the safekeeping of confidential records, in strict accordance with GDPR.

- Work with the trustees and Management Committee to establish measurable outcomes, and produce regular reporting against those criteria
- Report to the Management Committee and attend their meetings.

Essential skills/experience:

- A committed Christian, regularly attending a local church, and with a personal relationship with Jesus.
- A willingness to share your faith and pray with individuals when appropriate, including leading a prayer time with the volunteer(s).
- Experience of working with a variety of different stakeholders, including local church groups and organisations across the voluntary and public sectors.
- Hard-working, reliable and professional, able to manage a varied and challenging workload and work well both as part of a team and alone.
- Understanding of how to keep safe/professional boundaries with all service users and a clear understanding of when professionals must be involved.
- Experience of recruiting, supporting, and mentoring volunteers.
- Willingness to undertake relevant training and seek out training that advances skills and knowledge in this field.
- A sensitivity to hearing and responding to the presenting need, but also asking questions to discover background issues.
- Have recent and relevant training in the following: Safeguarding (Level 2 equivalent or above).
- Two references (one from your current church leader and preferably one from a current/previous employer), plus an enhanced DBS, will be required.