

Job Description

Job Title: Community Integration Officer

Reports to: Community Integration Manager

Salary: E

Location: West London

Purpose

As a Community Integration Officer, you will be proactively engaging with local Community Groups, Local Authorities, Job Centres and the NHS to source and increase the number of eligible participants we have starting on a variety of West London contracts that form part of our Strategic Partnership with West London Alliance (WLA).

You will be actively engaging with all aspects of the provision so that you have a full working knowledge of what our contracts offer and are confidently able to promote this to our stakeholders. This engagement will take place through face-to-face interaction, supported by a mix of digital channels.

Predominantly based within the local community the role holder will be expected to increase the number of participants referred to and attending their first meeting on the appropriate service.

The role will involve engaging with stakeholders to ensure they are confident in promoting the Shaw Trust Strategic Partnership with the West London Alliance. Engaging and interacting with participants during their appointments with Job Centres, local community groups and within the NHS to ensure a seamless referral process. The Community Integration Officer will also be required to work closely with the operational team to support the reengagement of disengaged participants. The ability to drive or access to strong travel networks is essential for this role.

The role will be a targeted role, with monthly and quarterly rolling targets aligned to the referrals and start profiles set with the Strategic Partnership. You will also have a robust and supportive appraisal process to enable you to succeed in your role.

Main Duties and Responsibilities

1. Manage and create community partnerships for referral and wrap around support.
2. Actively engage with Job Centre Plus (JCP) to build strong and effective partnerships and impact our referral levels and programme start levels to WLA Strategic Partnership contracts.
3. Actively engage with local Community Groups to build strong and effective partnerships and impact our referral levels and programme start levels to WLA Strategic Partnership contracts.
4. Attend local JCP and Community Group meetings in person and virtually to give presentations to JCP colleagues to enhance relationships and participant engagement. Utilise marketing materials provided by Shaw Trust to support conversations.
5. Engage with local NHS locations including, but not limited to, Primary Care Networks (PCN) hubs, GP surgeries, Musculoskeletal (MSK) teams and Community Mental Health Services (CMHT).
6. Tailored promotion to raise awareness of the service to a wide range of participants including underrepresented communities and those who fall into the NHS Core 20 plus 5 groups.
7. Confirmation of eligibility for provision, with signposting to alternative support for those not able to access WLA Strategic Partnership contracts.
8. Provide local JCPs, Community Groups and NHS sites with updates on participants, to share Good News Stories, promote the successes of referrals, increase referrals and increase programme starts.
9. Maintain participant records in line with contract and funding requirements.
10. Ensure regular contact is maintained with our operational team so that the services and provisions available through our contracts can be confidently promoted.
11. Through building relationships with the Employment Specialists, it is expected that you will obtain good news stories specifically relating to employment success to share with various stakeholders you engage with.
12. Actively engage with our Regional Employer Manager and Good Work Business Mentor to understand local vacancies and opportunities and to gather good news stories to share with JCP, Community Groups, the NHS and participants.
13. Engage with our Employment Specialists and Team Leaders to track participant attendance and programme starts.
14. Utilise internal reports to capture data on start meeting attendance and programme starts.
15. Maintain an up to date working knowledge of the local labour market, training opportunities and relevant support agencies.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy, and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must always meet the requirements of the Data Protection Act
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their position.

<p>Person Specification</p> <p>Job Title: Community Integration Officer</p> <p>(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent experience (E) • IPS delivery and management experience (D) • Demonstrable evidence of Continuing Professional Development (E)
<p>Experience</p> <ul style="list-style-type: none"> • Relevant experience in particular discipline related to stakeholder engagement external to an organisation (E) • Demonstrable experience of successfully working to targets (E) • Experience of internal (and external) partnership working (E) • Experience of working in employment and/or training sectors (D) • Experience of working Local Authority (E) • Established industry and commercial networks (D) • Knowledge of the local and regional labour market (D) • Knowledge of the local community services (D) • Knowledge of benefit system and employment programmes (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E) • Excellent verbal and written skills and ability to communicate concisely and effectively (E) • Effective negotiation and persuasion skills (E) • Able to quickly identify problems, think flexibly and resolve issues. (E) • Team player (E) • Highly organised and adept at optimal time management (E) • Demonstrable experience of providing excellent customer service skills (E) • Understanding of our client group and the barriers our clients may face (E) • Understanding of data protection and information security (E)

Personal qualities, communicating and relating to others.

- Non-judgemental and trustworthy (E)
- Empathy with the needs of those with health support needs (E)
- Passion and drive to make a positive difference to people's lives (E)
- Highly motivated with a genuine belief that someone with a disability and/or neurodivergent condition can find paid employment (E)
- Resilient and tenacious to not give up despite setbacks and frustrations (E)
- Commitment to integrity and excellent service delivery to the client, employers and community teams (E)
- Self-aware of personal strengths and weaknesses and actively invest in personal and professional development (E)
- Willingness to travel within the region (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at an Enhanced level (with vulnerable adults check) (E)

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Willingness to travel daily within a specified contract area either via public transportation or own vehicle (E)
- Occasional overnight travel with expenses paid to attend training and meetings (E)