

JOB DESCRIPTION

Post Title: Community Co-ordinator (EPVS)	Director/Service/Sector: Stronger Communities / Safe & Resilient Communities / Connected Communities		Office Use JE ref: 4529 HRMS ref:
Grade: Band 6	Workplace: Hybrid – County Hall / on site with occasional home working		
Responsible to: Locality Co-Ordinator	Date: 25.03.2025	Manager Lever:	
Job Purpose: Design and deliver a local engagement strategy with veterans, families, local health and wellbeing service and armed forces personnel to understand the health needs of veterans across the County of Northumberland. Use the insight and intelligence gathered through the engagement strategy to influence changes in service delivery and policy to ensure mental health and suicide prevention services are adequate and meet the needs of the local community. Ensure the development of a strong local network of services, development and co-production support services, bringing together partners to address both strategic and local needs and priorities. With armed forces / mental health “lived experience” the Veterans Community Co-Ordinator will adopt Asset Based Community Development principles to build capacity, provide effective support and networking within the armed forces / veterans community. Connect with local organisations, identify local needs and gaps in provision. The project will deliver holistic, bespoke support utilising a network of community organisations. Present impact and service improvement reports to the Northumberland Armed Forces Covenant Partnership (which has representation from strategic partners and will develop programming from this forum). Prepare and present reports demonstrating the impact of the grant funding provided by the Armed Forces Covenant Fund. The role will support the continued development of a local network of veterans support groups hosted by Thriving Together, the Council’s contracted partners to support the development of community infrastructure across the County, local agencies and support the local community to work together to improve the community for all its residents by building local capacity tackling health inequality and coordinating local delivery. The aim is to connect local services to personnel / veterans at an early stage to engage in support and ensure a holistic service approach is taken. Work with and support local residents to understand the strengths and potential that exists within the community and encourage residents and community partners to work together to fill the gaps in service provision.			
Resources	Staff	The post will have no direct line management responsibility. The postholder will be expected to influence and encourage co-ordination of support services to veterans across the Council and with partners. The postholder will liaise with and build a picture of gaps in service delivery from veterans, the NCC Armed Forces Outreach Workers and community organisations delivering support	
	Finance	The post holder will oversee and allocate the £10,000 development budget secured as part of the grant to deliver bespoke publicity and introduce an evaluation framework.	
	Physical	The postholder will be expected to be highly visible, and directly engaging with veterans supported within the local community therefore a presence on site and within the local community will be the expected working arrangement.	

	Clients	Engage with and provide co-ordination and support to other local services, community leaders, the community and voluntary sector to obtain critical and sensitive insight into the mental health circumstances affecting veterans across Northumberland
Duties and key result areas: <ol style="list-style-type: none"> 1. To operate as the single point of for local services and agencies supporting the Northumberland Veterans Community Network and engagement with veteran communities across the County. 2. Develop a programme of engagement with key partners, community organisations and community leaders being delivered or championed by the Veterans Network and across the wider community. 3. Coordinate an effective multi-agency place-based team of people working or living in that community from across the public, private and voluntary and community sector to provide support, advice and assistance to veterans and their families and serving personnel. 4. Maintain a directory of key personnel and services providing services and support to the local veteran's community and utilise a range of solutions to share this information with veterans. 5. Map local services and support available, to understand the mental health and suicide prevention services available to veterans in Northumberland. 6. Use the local knowledge and insight to further build capacity within local organisations and encourage innovation and local solutions to gaps in service provision utilising a strengths-based approach to asset based community development. 7. Advise and support the Chair of the Northumberland Veterans Network regarding the work to enhance support, mental health services and suicide prevention across Northumberland. 8. Proactively manage a calendar of services and community activities, ensuring accuracy and timely communication to partners and residents, hosted across the Northumberland Veterans Network <ol style="list-style-type: none"> 9. Assist with planning and delivery of community events, including but not limited to, weekly activities for local residents, monthly services, mental health support, Library Outreach work, and the development of a programme to improve physical activity and participation. 10. Serve as liaison between residents and management of local services, relaying concerns and suggestions for improvements in a prompt and efficient manner. 11. Assist in development and implementation of marketing and outreach programs designed to increase participation levels for veterans and their families. 12. Connect with and utilise social media accounts and other platforms, such as Frontline Northumberland for community information, creating engaging content that promotes the positive aspects of living in the areas. 13. To develop relationships with funders and work with them to seek investment in community resources based on what is learnt from the asset mapping exercise and deliver the monitoring and evaluation requirements of such programmes. 14. Promote the welfare and safety of vulnerable adults and respond to disclosures or observations of abuse in line with NCC Safeguarding Policy. 15. Perform any other duties within the purview of the grade. <p>The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</p>		
Work Arrangements		
Transport requirements:	Ability to drive and have access to a car is essential as the postholder will be expected to visit and work from multiple sites across the County of Northumberland.	
Working patterns:	The postholder will be required to work 37 hours per week, normal office hours.	
Working conditions:	<p>The postholder will be expected to work flexibly as the role will require some evening and weekend working.</p> <p>Based within the community where possible with outreach work within the local community and engagement with key partners, as well as some office and small amount home working.</p>	

	<p>The post requires an individual which has lived experience of serving or being part of a military background to best understand the issues and barriers faced by residents in a rural county like Northumberland.</p>
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PERSON SPECIFICATION

Post Title: Community Co-Ordinator (EPVS)		Director/Service/Sector: Stronger Communities / Safe & Resilient Communities / Connected Communities	Ref:4529
Essential	Desirable		Assess by
Knowledge and Qualifications			
<p>Possess a degree and / or equivalent vocational qualification relevant health and social care</p> <p>Knowledge of community development tools, the public involvement and prevention agendas, and asset-based community development work acquired through experience or qualification to degree level or equivalent.</p> <p>Experience of working effectively and collaboratively in partnership with other agencies, including voluntary and community sectors in a community setting</p> <p>Excellent communication skills, using a range of formats (written, verbal and non-verbal)</p> <p>Ability to work on own initiative and be flexible as part of contributing to a team</p> <p>IT skills including the ability to use software packages e.g. Microsoft office</p> <p>Good administrative and organisational skills.</p>		<p>Experience of working with community organisations and/or voluntary groups</p> <p>Evidence of ongoing personal development</p>	
Experience			
<p>Experience of health and social care service provision obtained through a professional role or lived experience</p> <p>Managing, developing and maintaining multi-disciplinary cross sector partnerships</p> <p>Implementing community engagement and community development techniques to ensure residents voices can influence priorities, service delivery and how communities are shaped</p> <p>Experience of working with local communities and /or their representatives</p> <p>Managing and prioritising a varied workload</p> <p>Managing projects and programmes</p> <p>Budget management</p>		<p>Experience in a public-facing role, including time in a challenging and complex environment</p> <p>Experience of delivering successful community engagement and / or implementing community based initiatives / programmes</p> <p>Experience of working in an asset based community development environment</p> <p>Experience of working with local ward councillors</p> <p>Identify and secure resources to support the delivery of community projects</p> <p>Experience of using the Armed Forces Covenant funding portal</p>	
Skills and competencies			
<p>The postholder will require the following skills in order to be successful:</p>		<p>An understanding of basic building management responsibilities</p>	

<p>Communication: Use verbal and written communication to convey ideas and information to others, the ability to engage and connect with a wide and varied range of people</p> <p>Interpretation of information and data: Collate and present local intelligence and data, to help others understand, interpret data and use the information to inform planning and delivery of services</p> <p>Leadership: Use leadership skills to engage, motivate and encourage others to work together and build effective working relationships</p> <p>Problem-solving: Work within a multi agency team including residents to plan and deliver events and programs for the community. Demonstrate the ability solve problems and find solutions that work for everyone</p> <p>Time management: Manage multiple responsibilities and tasks to time , meeting deadlines and competing priorities, prioritise workloads and manage time effectively</p> <p>Networking: Utilise networking skills to build relationships with community stakeholders, including other community organisers, government officials, business owners and potential volunteers.</p>		
Physical, mental and emotional demands		
<p>Normally works in a seated position with some standing, walking, stretching and lifting.</p> <p>Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands.</p> <p>Able to operate effectively under pressure and balance conflicting and competing demands.</p> <p>Demonstrate emotional resilience when encountering examples of personal, sensitive and highly complex personal circumstances of veterans requiring assistance with mental health support</p> <p>Be able to show empathy and compassion to the challenges faced by veterans whilst using these examples to build a picture of health and support needs across Northumberland</p> <p>Due to the nature of the role and working with vulnerable adults whom may be experiencing mental health issues the emotional demands may at times be high.</p>		
Other		

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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits