



Job Description

Job Title	Senior Community Health Caseworker Community Renewal Lifting Neighbourhoods Together team for Bingham, Magdalene & The Hays
Location	Bingham, Edinburgh
Salary banding	£29,070- £31,369 depending on experience pro rata 28hrs
Benefits	Employer pension contribution. 36 days annual leave pro rata for 28hrs. 20% working from home if preferred and practical. Free Access to Health Assured Employee Assistance Programme and online Health Portal. <i>Loyalty scheme with up to 48 additional days leave.</i>
Contracted hours and FTE hours	28 hours per week (Full time = 35hrs)
Report to	Neighbourhood Manager

ROLE SUMMARY

This role will combine providing one-to-one long term holistic casework and supporting community engagement activities across the Bingham, Magdalene and The Hays neighbourhood of Edinburgh. Community engagement includes working with community groups, regular door knocking using our proven approach, and arranging community events. Close coordination with a wider team providing community engagement and community casework is essential. This successful candidate will add specialist knowledge around mental health and well-being.

This role is ideal for someone at any stage in their career who can demonstrate their ability to provide whole-person support. We are looking for someone who can quickly learn our methodology and who can help build on people's strengths and foster their resilience/self-care.

INTRODUCING COMMUNITY RENEWAL TRUST

Community Renewal is a dynamic and innovative organisation at the cutting-edge of work towards ending persistent poverty and inequity in Scotland. We work in deprived communities where we have been long-established to develop, deliver and share better approaches based around whole-person, whole-neighbourhood support. This means we always place people and communities in the lead: listening to them, identifying their strengths, supporting them on their terms, and building their capacity to flourish.

Community Renewal alleviates poverty by engaging and forming trusting relationships with individuals, whole families and whole communities together then supporting them by combining holistic case management (e.g. around income, work, health, wellness) with community development (e.g. forming new community activities/groups). This work is about testing change which can inform policy, be scaled up or replicated to achieve a

much greater impact than our direct delivery alone. A set of core values guides all the work of Community Renewal:

- The most important element of any support relationship is listening to what the person wants deep down and working alongside them to achieve it
- We stick with people for as long as it takes
- Many people find it hard to articulate what they want at first and so need to be able to experience an environment of trust and safety in order to uncover buried aspirations - this cannot be rushed
- People don't resist change - they resist being changed.
- People in deprived communities already know what is required to improve their lives - what they need is help with how to make it happen.
- Compassionate listening is a basic human need and is central to the way that we engage with people.
- Every individual and community have assets
- Sustainable transformation in communities is possible but needs a long-term commitment.

A team of around fifty staff is delivers community services based around three key neighbourhoods: Pennywell/Muirhouse (Edinburgh), Bingham (Edinburgh), Govanhill's Roma (Glasgow). The full Community Renewal Group consists of the lead charity Community Renewal Trust SCIO plus four subsidiaries: Caledonia Funeral Aid CIC, Community Renewal Rom Romeha (registered as Roma Life CIC), Pennywell Community Renewal Trust SCIO and Community Renewal Training & Consultancy Ltd.

INTRODUCING COMMUNITY RENEWAL LIFTING NEIGHBOURHOODS TOGETHER

Community Renewal Trust's team based in Bingham and covering the surrounding deprived neighbourhood are the Community Renewal Lifting Neighbourhoods Together team.

Our work in the neighbourhood is innovative and has been supported to undertake cultural and system change through a major grant from National Lottery Community Fund (also called the Lifting Neighbourhoods Together programme). The team also has posts funded by Scottish Government, City of Edinburgh Council, and Edinburgh Health & Social Care.

The approach we take is to be proactive in going out and systematically engaging the community (through door knocking, community development and community events) to find people who can benefit from transformational support. The core of this support is in the form of our Holistic Assessment methodology: we will deeply and compassionately listen, connect them to the support they need, ensure we are building on their strengths and sticking with them and their neighbourhood as they lead their own transformation. Each Community Caseworker has a caseload of local community members whom they are seeking to improve in their income/money, work, skills, relationships, inclusion/isolation, while meeting their basic needs (such as housing and food).

All new staff receive training in our Listening Conversations and Holistic Conversations but ideally will be building on an understanding of engaging in therapeutic relationships with careful professional boundaries.

Our team consists of Community Facilitators (junior staff without a caseload), Community Caseworkers, Senior/Specialist Community Caseworkers, and a Neighbourhood Manager. The work is overseen by a Regional Director and CEO (plus finance, marketing and HR support).

INTRODUCING THE NEIGHBOURHOOD

Bingham, Magdalene and the Hays are neighbourhoods totalling around 5,000 residents.

It is an area of Edinburgh between Portobello and Craigmillar, between Milton Road and Niddrie Mains Road. Our newly refurbished office is in Bingham, attached to the Community Centre. There is onsite parking and the following buses are all within a 5 minutes walk: 4/44/113/5/2/21/49.

The local residents experience some of the very highest levels of deprivation anywhere in Scotland. The unemployment rate is double the Edinburgh average, almost a quarter of residents are thought to use some anxiety/depression medication, children have significantly worse educational outcomes and over a third do not have enough money to live on. Yet, after several years of focussed community development activities, there are some shoots of hope, with a growing number of community groups and regular community events have been created. The LNT programme has a real prospect of sustainably transforming the lives of people in the area.

OBJECTIVES

Transformational case management (approx. 35% of your time)

Objectives:

- Use active, compassionate listening as your main methodology.
- Collaborate with colleagues through formal and informal case conferencing to better support each client.
- Understand and build on clients' strengths, avoiding crisis support or a deficit based "fix-it" model in almost all interactions.
- Carefully manage a caseload to ensure that there is a constant movement of clients joining your caseload and moving on to less intensive support. Ensure movement of clients around case workers in the team is done carefully.
- Use the Community Renewal Trust Holistic Conversation methodology with every client, seeking transformational results to break the cycle of persistent poverty, poor mental health and inequity rather than incremental change in their lives.
- Stick with people for as long as it takes, but at all times avoid creating a dependency relationship. While it is a long-term relationship it cannot be sustained as intensive support (for example, almost no client would be expected to be seen as many as 20 times per year, but that might include once a week initially).
- Use curiosity to identify with the client creative ways to improve their life. Then ensure that the client is leading the change in their lives - most of the actions to be completed between sessions should be theirs to complete (normally with some support/guidance).
- Connect clients to the support they need using careful introductions (rather than signposting). Use the representation below in which you are the centre of coordinating a client to benefit from wider support from across the system towards their whole-person transformation.



Community Engagement (approx. 15% of your time)

Objectives:

- Conduct effective and systematic Listening Conversations following the Community Renewal Trust's proven methodology resulting. This must include at least fortnightly sessions of door knocking.
- Support the coordination and delivery of community events with the aim of engaging new clients and meeting other strategic aims.
- Support, under the coordination of the Neighbourhood Manager, development of community groups/activities or community-led social action.
- Take joint and several responsibilities in keeping the office welcoming and inclusive for community members, volunteers and staff at all times.
- Ensure that community members who do not need/want formal case management (i.e. through the Holistic Assessment) can be briefly supported with information.
- Use these above community engagement objectives to systematically engage new clients onto the team's caseload who can benefit most from transformational case management.

Specialist support - health and wellbeing (approx. 30% of your time)

Objectives:

- Provide intensive support for people to build emotional resilience and self-care to support their mental health needs or a chronic condition. This support should be in group and one to one setting.
- Support people to engage statutory health services and wellness groups/therapies more effectively and impactfully.
- Support people to understand how nutrition, exercise, goal setting and mindset can positively influence their health and wellbeing.
- Avoid at all times developing dependency or acting as a counsellor.
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Reporting and monitoring (approx. 10% of your time)

Objectives:

- Use the team's paperwork and databases (no technical expertise needed) this must include basic monitoring data.
- Proactively and effectively collect feedback (including complaints) to support our ongoing quality improvement across the organisation.
- Proactively write up and share internally case studies demonstrating learning from both successes and failures.

Communications and Relationship Development (approx. 10% of your time)

Objectives:

- Use care in liaison with local partners to ensure trusting relationships are formed and maintained with clients able to be introduced to known workers at other agencies.
- Development, under the coordination of the Regional Director, strong and trusted relationships with local third sector and public sector partners with delivery in neighbourhoods in which we deliver integrated services.
- Develop and maintain a strong working relationship with the Marketing and Communications Manager, following their lead on branding, external communications, marketing and internal communications.
- Engage effectively and proactively in team meetings and organisational activities to share insights/learning and build connections.

Other requirements

Objectives:

- Complete objectives set in Performance Review, Probation Reports, our Competency Framework and/or Appraisal Reports.
- At all times conform to organisational policies and practices around data management, H&S, safeguarding, lone working, equalities, environmental management, and business continuity.
- Deliver agreed for which you are responsible which were agreed in our internal regular Quality & Learning meetings (or similar).
- Carry out other duties as reasonably requested.

Personal and Professional Development

Demonstrating a track record of continuous learning and personal/professional development is a requirement of this role and evidencing that this is being actively progressed must be evidenced at every appraisal. The post holder has responsibility to actively participate in sessions organised by the organisation including training in compliance/regulatory processes and meetings in which learning and improvement is discussed for the purposes of quality management. The post holder is responsible for collecting feedback from people they support both to demonstrate their own strengths and to understand how to improve what they do. This evidence of both types of feedback about their work is required for every appraisal.

Key professional development of particular relevance to this role
leadership skills; coaching skills; skills to building resilience and self-management;
understanding of benefits/housing advice & understanding of employment advice and employer engagement.

ROLE REQUIREMENTS/PERSON SPECIFICATION

Essential Expertise	<ul style="list-style-type: none"> • Evidence of at least some expertise providing one-to-one support in a relevant professional role. • Evidence of expertise around mental health, self-care and building resilience. • Evidence of understanding around compassionately listen to people and build on their strengths (rather than trying to “fix it” for them) • Evidence of at least some expertise providing group support in a relevant professional role. • Evidence of understanding about people’s lives in deprived communities such as Bingham, Magdalene or The Hays.
Desirable expertise	<ul style="list-style-type: none"> • Evidence of expertise providing one-to-one support in multiple professional or volunteering positions of particular relevant (e.g. coaching or counselling) • Evidence of expertise in compassionate listening and forming a therapeutic relationship with a client. • Evidence of expertise in community development or related disciplines • Evidence of expertise in person-centred asset-based support which builds on people’s strengths • Evidence of expertise in collecting, recording and analysing data, monitoring information and feedback. • Evidence of employability, securing people better jobs and/or employer engagement. • Evidence of experience working in deprived neighbourhoods similar to Bingham, Magdalene and The Hays. • Evidence of experience working in a third sector environment. • Evidence in collecting, recording and analysing data, monitoring information and feedback • Evidence of experience working with relevant partner agencies (e.g. money advice, mental health charities, community groups etc).
Essential Qualifications	<ul style="list-style-type: none"> • None (but competent literacy and computer literacy will be essential)
Desirable Qualifications	<ul style="list-style-type: none"> • Coaching or similar training/qualifications • Community development or similar training/qualifications •