



Job Description

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| Job Title | Community Development Coordinator (including Community Casework and Community Food roles) Community Renewal Pennywell - covering neighbourhood in and around Muirhouse |
| Location | 31 Pennywell Rd, Muirhouse, Edinburgh |
| Salary banding | £31,914 for full time 35 hours. (Band 4a Increment 1) |
| Benefits | Employer pension contribution. 36 days annual leave. Free Access to Health Assured Employee Assistance Programme and online Health Portal. Loyalty welfare days scheme with up to 48 additional days leave annually. |
| Contracted hours and FTE hours | 21 hours (£19164.60) (Applicants may request consideration of 14-25 hours) |
| Report to | Neighbourhood Manager |

ROLE SUMMARY

This role will combine providing coordinating and delivering community development activities in Muirhouse (e.g. supporting development of peer support groups or community action groups) with one-to-one long term holistic casework to support local residents with a range of needs (including housing, health, mental health, confidence, benefits etc). One important community engagement activity will be to coordinate the new Community Renewal Pennywell Veg Shop which is mostly volunteer-run but requires coordination.

There is a broad remit to be creative in engaging community members and creating capacity and resilience in the community for people to support themselves - both through the one-to-one and the community development activities. At least some proactive community engagement will be needed each week: in the veg shop, on the street, at community meetings, and through other methods.

We would value people who are able to demonstrate an inclusive approach to working with people from a broad range of nationalities, cultures and ethnic minorities.

There are no people to line manage in this role. There will be a small budget (~£1500).

This role is ideal for someone who experience of community development (or similar) and who wants to broaden their impact to build more resilience and capacity among people who experience multiple needs and disadvantage so can find themselves less able to support themselves and others in their neighbourhood. This is not a target driven role but there is some reporting related to supporting people to securing for themselves fair work jobs as part of ending their experience of poverty. This post is mostly funded by Edinburgh's Merchant Company Charitable Trust with some additional funds from community food and employment projects we host in the same team.

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 seeks to end poverty (rather than mitigate it) 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). A set of values guides all our work:



A team of around forty staff is delivers community services based around three key neighbourhoods: Pennywell/Muirhouse (Edinburgh), Bingham/Magdalene (Edinburgh), and 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 THE NEIGHBOURHOOD

Muirhouse is a neighbourhood forming part of the wider neighbourhood of Greater Pilton often now called North Edinburgh. Community Renewal Pennywell seeks to be one of several community anchor organisations in the area - we try to work together, including through an Place Based Network we support called R2. Our office is a shared space with Citizens Advice Edinburgh and co-locates with two youth organisations. There is on site parking and the following buses are all within a 5 minutes walk: 17/27/24/37/21/29.

The local residents experience some of the highest levels of deprivation anywhere in Scotland. It has gone through significant physical regeneration, leaving a mix of new residents as well as many residents who have experienced long term deprivation. There

has been a significant change in our local population and our organisation finds that over half of the residents we engage are from ethnic minorities or non-UK nationalities. The unemployment rate is much higher than the Edinburgh average, children have significantly worse educational outcomes and over a third do not have enough money to live on. Community Renewal Trust has been working in this area for over 15 years, mostly delivering employment support but also with many years experience (except 2023-25) working in community development in the neighbourhood.

OBJECTIVES

Community Development and Community Engagement Coordination (approx. 50% of your time)

Objectives:

- Plan and delivery community events which respond to emerging local need and enhance community members' ability to support and advocate for themselves.
- Attend community events to form new and stronger relationships with community members.
- Identify opportunities and develop community groups/activities, volunteering (following correct procedures) and community-led social action where there is need and this can be done by building on community strengths.
- Ensure that community members who do not need/want formal case management (i.e. through the Holistic Assessment) can be briefly supported with information.
- Proactively plan and undertake activities such as door knocking and street work that enable you to meet previously unknown members of the community and start forming relationships.
- Coordinate the delivery of our community food programmes which is currently a Veg Shop. This requires: recruitment and support of volunteers who take the lead running the veg shop, oversee budget and sourcing of food, promote the shop and attract new customers, ensure delivery is dignified, ensure customers are listened to and connected to holistic support they need. This is expected to be around 5 hours per week.

Community Casework (approx. 40% 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 caseloads 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 Assessment methodology with almost every client, seeking transformational results to break the cycle of persistent poverty and inequity rather than incremental change in their lives.
- Stay alongside people, 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 12 times per year, but that might include three times in one week).
- 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.
- Support people to raise their aspirations and in particular to talk positively about how the right sort of work (i.e. the right opportunity with the right support) can lift them and their family out of poverty. Support people to become better at securing jobs that work for them. There is a requirement to demonstrate at least some people progressing: into work, into better jobs, or becoming more likely to work. We are not target driven but there are some reporting requirement on this.

Reporting and monitoring (approx. 5% 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.
- Ensure employment support related work and reporting is coordinated with appropriate NSE team members to ensure this is evidenced.

Communications and Relationship Development (approx. 5% of your time)

Objectives:

- Proactively take time to meet local partners, unknown community members and community groups - consistently build stronger relationships without examples of actions which harm relationships.
- 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.
- Engage positively and proactively with local networks including R2.
- Develop and maintain a strong working relationship with local colleagues, other teams, and Senior Management.
- Engage effectively and proactively in team meetings and organisational activities to share insights/learning and build connections.

Leadership

- Demonstrate leadership at all times and continuously improve approach to leadership.
- Seek that communities feel they have a role in leading the development, delivery and improvement whenever Community Renewal Trust is working with them.
- Demonstrate alignment with, and continuous improvement against, all seven Community Renewal Trust values. Continuously demonstrate all Community Renewal Trust core values (trusting, trustworthy, learning).

Other requirements

Objectives:

- Complete objectives set in Performance Review, Probation Reports, our Competency Framework and/or Appraisal Reports.
- Communicate well with others whom you are project managing at any time.
- Ensure acting in line with policies, procedures, legal and regulatory requirements including information governance, H&S, and safeguarding.
- Take responsibility in keeping the office welcoming and inclusive for community members, volunteers and staff at all times

- 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.

This role will have Community Renewal Trust online training courses in community engagement, our streetwork/door-knocking methods, transformative casework and employment support.

Additional key professional development of particular relevance to this role includes: leadership, management, employment support, community development, community learning/education, community action, event management, project management, trauma-informed support.

ROLE REQUIREMENTS/PERSON SPECIFICATION

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| Essential Expertise | <ul style="list-style-type: none"> • Evidence of expertise in community development or related disciplines • 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 one-to-one support in a relevant professional role or from a personal setting (e.g. volunteering). • Evidence of understanding about people’s lives in deprived communities such as Muirhouse. |
| Desirable expertise | <ul style="list-style-type: none"> • Evidence of employability, securing people better jobs and/or employer engagement. • Evidence of expertise in compassionate listening and forming a therapeutic relationship with a client. • 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 experience working in deprived neighbourhoods similar to Muirhouse. • Evidence of experience working in a third sector environment. • 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, community education/learning or similar training/qualifications • Leadership, project management or management training/qualifications |