



Job Description

Job Title	Liberated Caseworker and Community Development Officer Community Renewal Lifting Neighbourhoods Together team - covering Bingham and Magdalene.
Location	31 Bingham Ave, Bingham, Edinburgh
Salary banding	£27,700 for full time 35 hours. (Band 2 Increment 4 - open to negotiation in band, increment 4 implies existing experience/expertise)
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	35 hours full time. (Applicants may request consideration of 21-35 hours)
Report to	Neighbourhood Manager

ROLE SUMMARY

This role will combine providing one-to-one long term holistic casework and supporting community development and community engagement activities across the Bingham and Magdalene neighbourhood of Edinburgh. The casework will be in the liberated model, which is to say it needs to follow our values and there is some guidance in the objectives but otherwise there is freedom to develop a personal and unique approach.

The one-to-one aspect of this role will require time to develop as an expertise as this is one of our organisation's core strengths. This role has some deliverables from a funder related to employment outcomes but this is not a target driven approach to casework.

Community development and engagement includes some focus on nutrition and environment. Routine activities involve working with community groups, regular door knocking / street work to meet new people, and arranging community events. Close coordination with a wider team providing community engagement and community casework is essential. Another experienced staff member will also be working on this and acts as the project manager to ensure we meet funder expectations.

This role is ideal for someone who has a small amount of experience of one-to-one holistic case work OR experience in a community development setting. The opportunity is to broaden your knowledge and role to ensure you can both work with people individually on their resilience and capacity while also doing the same for the wider community so people can increasingly support themselves. This post is part funded by Scottish Government Investing in Communities and part funded by Robertson Trust.

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 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

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 on site 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. Our long term work in this neighbourhood has a real prospect of sustainably transforming the lives of people in the area.

OBJECTIVES

Liberated case management (approx. 45% of your time)

This role can be flexibly approached, these are ideas for good practice, but other than the values there is complete flexibility:

- 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.

Community Development and Community Engagement (approx. 45% of your time)

Objectives:

- 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.
- With the support of line manager and project manager, support delivery of community events
- With the support of line manager and project manager, support development of community groups/activities, volunteering (following correct procedures) and community-led social action.
- Ensure that community members who do not need/want formal case management (i.e. through the Holistic Assessment) can be briefly supported with information.

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.

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.
- 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.

Other requirements

Objectives:

- Ensure at all time you are demonstrating the core values of Community Renewal Trust (trusting, trustworthy, learning).
- Complete objectives set in Performance Review, Probation Reports, our Competency Framework and/or Appraisal Reports.
- 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).
- 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).
- 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: employment support, community development, community learning/education, community action, event management, project management, trauma-informed support.

ROLE REQUIREMENTS/PERSON SPECIFICATION

Essential Expertise	<ul style="list-style-type: none"> • Evidence of understanding around compassionately listen to people and build on their strengths (rather than trying to “fix it” for them) • Evidence of understanding about people’s lives in deprived communities such as Bingham, Magdalene.
Desirable 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 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 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 experience working in deprived neighbourhoods similar to Bingham and Magdalene. • 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