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**JOB DESCRIPTION**

**Job Title: Community Opportunities Manager**

**Reporting to: Head of Services**

**Responsible for: Community Opportunities teams - Staff and Volunteers**

**Location: Based in Gloucester or Stroud, managing activities taking place in across the county**

**Salary: Band 5**

**STATEMENT OF PURPOSE:**

Guideposts is a UK based charity working with people in local communities to help them access the support, opportunities, and skills they need to overcome social challenges, improve their wellbeing and change their lives.

We run a range of services that are focused on helping people to achieve their potential regardless of their circumstances. We connect people together so that they can experience the joy that comes from friendship, activity, learning, purpose, and occupation. We love what we do, and we love seeing people flourish.

Many of the people we support come from the most disadvantaged groups in our society, including children and adults with additional needs and disabilities, people with mental health problems, older people with dementia and other neuro-degenerative conditions, and the families or carers of all these groups. We believe that all people should be equally valued and have an equal chance to live the best life possible, that is why we do what we do.

Together we are the Guideposts community, helping each other to achieve better wellbeing.

**PURPOSE OF ROLE**

To develop, deliver and promote Guideposts community opportunities and projects in line with the development plan.

Lead and give clear direction and support to service teams to ensure all services and projects are relevant, productive and meaningful.

**KEY RESPONSIBILITIES**

* Lead the community opportunities teams across all services.
* Support and develop staff and volunteers to maximise their strengths
* Focus on growth and delivery of new and existing community opportunity services within the county.
* Understand local needs by attending relevant partnership meetings.
* Actively contribute to senior management meetings to steer the work of the organisation to ensure it is taking account of and responding to identified local and national need when developing new projects or services
* Carry out service review to ensure that services remain relevant and productive.
* Build and maintain relationships with key professionals including commissioners with regards to existing and any new projects
* Manage the performance of services in line with budget and contract requirements.
* Work with teams to promote Guideposts services internally and externally.
* People management including recruitment, performance, appraisal and supervision
* Staff development including occupational training and mentoring
* Effectively lead regular team meetings
* Ensure that accurate and timely records are maintained for all services
* Communicate effectively with the individuals that we support, their families and wider support network to ensure that they are able to help shape the service and receive person centred services
* Carry out service monitoring against internal and external outcome measures or monitoring requirements with a view to continuous improvement and celebrating success.
* Collaborate with colleagues to organise fundraising initiatives which raise the profile of the work of the organisation and involve stakeholders where they are able to participate.

**Financial**

* Monitor and review the service budget to ensure a cost effective service delivery
* Approve staff expenses and timesheets
* Identify grant funding opportunities in liaison with the Fundraising Manager

**Safety**

* Carry out risk assessments and health & safety checks to ensure that the environment and activities are safe for all individuals
* Ensure that arrangements are in place for building security

**KEY COMPETENCIES**

* Able to lead and manage teams, and to work as part of a team
* Able to mentor and develop others
* Able to develop services
* Able to build and maintain productive internal and external relationships
* Able to be proactive, take initiative and demonstrate good problem solving, decision making and negotiating skills
* Reliable and able to take responsibility
* Able to communicate effectively at all levels, with excellent verbal and written skills
* Able to demonstrate understanding and empathy for all service user groups
* Able to understand, plan and work to a budget
* Able to assess, plan, evaluate and arrange services and activities, taking a person-centred approach
* Able to efficiently organise own and others workload to meet deadlines
* Able to demonstrate an excellent understanding of confidentiality and data protection
* Able to be assertive and patient in complex situations
* Able to handle difficult situations and challenging behaviour
* Able to maintain accurate and timely records and create reports
* Able to recognise and respond to a Safeguarding need
* Presents professionally at all times and to all audiences
* Open to Continuing Professional Development (reflect and develop practice)

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| **QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE** | Essential | Desirable |
| DBS (Guideposts will arrange this for you) | x |  |
| Experience of managing a team | x |  |
| Experience in working in a Health or Social Care setting | x |  |
| GCSE English & Maths (or equivalent) | x |  |
| QCF/NVQ level 4 in Health & Social Care or equivalent | x |  |
| Willing to work towards QCF/NVQ level 5 in Health &Social Care or management qualification equivalent |  | x |
| Understanding of Learning Disabilities, Autism and Dementia | x |  |
| Understanding of supporting people living with long-term conditions and those who care for them (their unpaid family carer/s) |  | x |
| Good IT skills (Microsoft office 365 and software packages) | x |  |
| Experience of monitoring and performance measurement |  | x |
| Understanding of commissioning and strategic priorities within Gloucestershire |  | x |
| An understanding of project management | x |  |
| Finance and budgeting experience | x |  |
| Driving Licence and use of own vehicle available | x |  |

**OTHER DETAILS**

Hours of work: 37.5 hours per week

Travel: travel will be required as part of the role to visit the various projects across the county as well as regular meetings and events for which travel expenses will be paid in line with Guideposts policy. Occasional travel is required to head office in Witney.

All staff have a responsibility to look after the Health and Safety not only of those people who use our services but for themselves and their colleagues and should follow Guideposts Health and Safety Policy and Procedures.

**For this role you will be required to have a class 1 insurance.**

Guideposts is an Equal Opportunities employer.

This job description is not exhaustive but is provided to assist the post holder to know and understand the main duties of their role. It may be amended from time to time in discussion with the post holder.