

Job Description – Manager, Community Support Project

The Manager of the Community Support Project is responsible for this core activity of Hope Corner Community Centre, which provides relief in need to residents of Dollis Valley and the Underhill Ward.

Community Support Project responsibilities

The manager is primarily responsible for identifying needs of 'visitors', triaging appropriate responses (including contact and referral to relevant organisations and services), providing advice where appropriate and overseeing staff / volunteers who can appropriately assist 'visitors'.

This includes:

- Administering referrals to the Barnet foodbanks (i.e. Trussell Trust / Christ Church Barnet).
- Administering referrals for housing, social and welfare issues to the relevant local authority department or other organisations (e.g. housing association, etc).
- Assisting 'visitors' who require help with applications for national and local services.
- Assisting 'visitors' who are required to provide proof of identity.
- Assisting 'visitors' who have received a summons or court order, or who need referral to legal advice.
- Referring 'visitors' to services at the centre such as IT support, Homework Club, Catch-Up Maths, ESOL courses, pregnancy/breast-feeding support, wellbeing groups, etc.
- Advising 'visitors' on volunteering opportunities.
- Referring 'visitors' seeking access to educational, vocational and back-to-work skills, including CV writing and job application letters, to relevant programmes and training.
- Advising, organising and training staff and volunteer assistants in interactions with 'visitors' who visit the centre.

Community liaison

The Manager must ensure that Hope Corner has positive contact with all agencies operating in the local area, including:

- London Borough of Barnet
- Regeneration partners (including L&Q, Countryside Properties, Barnet Homes, etc.)
- Police and other protection agencies
- Churches Together for Chipping Barnet (including member churches)
- Rainbow Centre / Barnet Community Projects
- Local schools and children's and youth organisations (e.g. Young Barnet Foundation, Underhill School, etc.)
- Other community groups

Internal communication

The Manager is responsible for communicating all relevant information arising from the course of his / her role to the Secretary of the Trustees, including training events, new legislation, local services and community meetings, potential partnerships, etc.

The Manager must ensure safeguarding and other relevant policies are up to date and that staff and volunteer assistants are aware and are following the guidelines.