

Job Description: Community Link Worker

Middleport Matters have a unique opportunity to recruit a person to work within the local community to support all residents to live life well by increasing their social inclusion and wellbeing.

Therefore, we are looking for an enthusiastic individual to join our team based in Middleport, Longport and Dalehall, in our hyper local area and at our community venues.

Our community work brings people together in a variety of ways and for many reasons:

- To improve social cohesion and reduce isolation,
- To help improve wellbeing and access to positive opportunities,
- To bring about developments and improvements to a local area,
- To empower groups, families, and individuals,
- To identify, explore, and celebrate what makes the community unique and special (people, places etc.)

As a Community Link Worker (CLW), you will work with the community to bring about social change and improve the quality of life for people in the local area. You might work with individuals, families, and the whole community.

The CLW will actively engage the community in identifying issues which affect their lives and responding to needs through empowerment and active participation.

You will be responsible for developing and delivering a programme of activity (social, creative, environmental, and educational), the scope of which will vary depending upon resident and local needs, desires, and abilities. All activities will be with aim of helping make Middleport (and surrounding area) a safe, welcome, and thriving place to live, work or visit.

In addition, the post holder will be required to develop new activities which may include co-ordinating with other organisations such as local colleges, other voluntary sector groups, or arranging for a local professional to deliver a series of exercise sessions or learning programmes.

Tasks will involve, but are not limited to:

- identifying and recording community skills, assets, challenges, and needs,
- ensuring that local people have their say,
- acting as the link between the community and a range of other local authority and voluntary sector providers, including the police, schools, and the local council,
- developing new resources, activities, and sessions in dialogue with the community and evaluating existing programmes,
- building links and maintaining professional relationships with other groups and agencies,
- helping to raise public awareness on issues relevant to the community,
- liaising with interested groups and individuals to set up new services or bring existing services into the area,
- identifying and promoting volunteering opportunities, and supporting volunteers once in role,
- planning, attending, and coordinating community meetings and events (with colleagues),
- encouraging participation in activities & challenging inappropriate behaviour,
- general administrative duties, creating short reports, and promoting opportunities in different ways,
- supporting activities and events in our community.

Generic & Specialised Community Work

- Our generic community work takes place in Middleport, Longport and Dalehall, focusing on working with the community to identify needs and issues, and formulating strategies to address those issues.
- Our specialised community work focuses on either specific groups within the area (e.g., people who are homeless, long-term unemployed, families with young children or older people) or on particular concerns such as mental health, public transport, tackling ASB etc.

Essential Skills & Experience:

In line with our commitment to safeguarding, before being allowed to work independently within this role, you will be required to provide a satisfactory Enhanced Disclosure and Barring Service certificate (DBS). This will be arranged and paid for by Middleport Matters Community Trust after acceptance of the role.

To be successful, you will need to demonstrate your understanding and/or experience in:

1. effective and adaptable communication (verbal & non-verbal) with different groups of people,
2. knowledge of what makes an effective team, and experience of working successfully with others to meet a desired goal,
3. research and report-writing skills including the ability to interpret or present data to others,
4. knowledge and understanding of community and social issues affecting Stoke on Trent & Middleport,
5. working in a non-judgemental and empathetic way, and challenging inappropriate behaviours and comments,
6. creative thinking and problem-solving ability,
7. development of groups, sessions and/or other activities,
8. knowledge of and able to adhere to professional boundaries,
9. proven skills at Level 2 or above in English and Maths (GCSE, Functional Skills, Key Skills etc.);
10. an interest in working with communities and paid or voluntary experience in areas such as; community work, social work, and/or youth work.
11. be IT literate with a working knowledge and practical use of ICT systems including Word, Outlook, Excel, and databases.
12. Being able to use social media appropriately and effectively to promote opportunities and share news,
13. Demonstrating initiative, motivation, and self-management in the workplace.

Working Conditions:

- Each working day will vary depending on our scheduled activities for that week. As a CLW you will need to be accessible to the community and this means the work will often include after school, evenings, and weekends, so considerable flexibility is required.
- Community Link Workers will have a base in Middleport but will spend some of their time out and about in the community. E.g. visiting local people and groups, litter picking with residents, and attending meetings.
- Travel within a working day is to be expected – appropriate business expenses will be reimbursed by Middleport Matters Community Trust in line with our Expenses Policy. Car driver/owner would be advantageous but not essential – the ability to travel safely, efficiently, and effectively (sometimes with resources) is more important.

Salary:

- The salary range for this post is £21,450 - £23,400 depending on experience (pro rata if PT).
- This is a fixed term contract in line with secured funding until end of August 2026, with current view to extend for further years.
- Salary and role will be reviewed annually in accordance with business objectives, targets met and financial position.