

Job Description
Community Engagement Worker
Empowering Communities Programme – Bunclody, Co. Wexford

Reporting to: Community Development Coordinator

Context: Bunclody, Co. Wexford

Based at: WLD offices, Bunclody, Co. Wexford

Context of the Role:

Wexford Local Development is a non-governmental organisation working to support the development of thriving, resilient communities where people feel connected, are valued and have equal opportunity to reach their full potential.

Empowering Communities is one of a number of national programmes delivered at local level by WLD on behalf of the Government in order to create opportunities that promote equality and inclusion and improve quality of life for people and communities. This work is informed by our core values of respect, equality, leadership, inclusion and integrity.

Some local areas continue to face significant challenges that affect the quality of life for those living there. Challenges have persisted in these areas over many years, despite a range of existing services, supports and activities within the areas. As a step towards addressing these issues, Wexford Local Development, in collaboration with the Department of Rural & Community Development, are developing the Empowering Communities Programme in Bunclody. The Empowering Communities Programme (ECP) is a new programme that will use a community development approach to address social exclusion, build community leadership and work towards the alleviation of impacts of poverty in Bunclody with a specific focus on the local areas of Carrig Ban; Strawberry Hill; Hospital Hill; Ard Colm; Ryland Wood; Patrick's Way & surrounds as appropriate. Community Engagement Workers will work closely in collaboration with people living in these areas & with other local stakeholders.

Definition of Community Development

“A developmental activity comprised of both a **task** and a **process**. The task is **social change** to achieve **equality, social justice and human rights**, and the process is the application of principles of **participation, empowerment and collective decision making** in a **structured and co-ordinated way**”

Key Responsibilities and Duties:

The role holder will work as part of a broader WLD Community Development Programme team working collaboratively with communities and individuals, in particular the specific communities outlined above in Bunclody.

The work will also target communities of interest; including Travellers, Roma, Long Term Unemployed, Lone Parents, People with a Disability, Disadvantaged Women, New Communities (including Programme Refugees & People seeking international protection) and other specific target groups as identified locally.

The key responsibilities of this role include:

- **Actively promote the values of community development, equality & social inclusion** in all work
- **Outreach, promotional activity and collaborative networking** to identify and engage with target communities in Bunclody, where there are high levels of disadvantage, as per the POBAL Deprivation Index. Outreach work will target in particular Travellers, Long Term Unemployed, Lone Parents, People with a Disability, Disadvantaged Women, New Communities (including refugees) and other specific target groups as identified locally.
- **Engage with individuals living in target communities through outreach**, in order to identify and understand needs/issues important to them. Empower local community groups and individuals to be part of community planning and decision making structures.
- **Develop, in consultation with the Community Development Co-ordinator, an individual work plan annually.** The work plan will set out individual outcomes/impacts and the agreed mechanisms for achieving quality results.
- **Deliver on the Empowering Communities Programme targets and Key Performance Indicators (KPIs)** as agreed on an annual basis.
- **Delivery of ambitious, flexible Community Development responses** in partnership with communities, based on the principles of participation, empowerment & collective decision-making.
- **Build the capacity of community groups and their members** in order to strengthen their own ability to articulate the issues that affect their lives, plan & address the social inclusion needs of the communities they serve or represent.
- **Development of an active network of relationships with WLD colleagues as well as local, regional & national stakeholders**, in both the statutory and the community and voluntary sectors to improve opportunities & outcomes for the target communities in Bunclody.
- **Engage in training programmes, events and information sessions** to refresh skills and keep informed of policy changes, new supports and new initiatives that would assist you to support you in the role.
- **Prepare clear and concise activity and progress reports and case studies, ensuring that the learning from your work is captured** and shared within the organisation, with the funders of the Empowering Communities Programme and in relevant policy arenas.
- **Recording of all interactions on the WLD Salesforce CRM system**, providing sufficient detail and clarity to ensure the goals of the Empowering Communities programme are achieved
- **Engage in regular formal and informal performance appraisal meetings with your line manager** to support your optimal performance in your role and within your team and the wider organisation.
- Given the **emergent nature of Community Development work**, undertake other duties and responsibilities including involves partaking in companywide initiatives and activities as may be assigned in agreement with the management team where such requests are reasonable.
- Ensure the delivery of excellent standards of work and customer service to all people, groups and other stakeholders availing of supports from WLD.
- Ensure safe working and operations of your area of work by implementing Wexford Local Development's health and safety policy in full.
- Demonstrate a commitment to the WLD's values, core purpose and vision at all times.

Core Competencies & Skills

- **Strategic analysis** – ability to consider all aspects of a challenge and discern the best solution
- **Group facilitation** – ability to use Community Development approaches to work effectively with marginalised communities who face additional barriers to inclusion
- **Networking and collaboration** - ability to build strong relationships with communities, colleagues and partner organisations
- **Personal Performance** – ability to work on your own initiative with a commitment to self-development & improving personal performance
- **Excellent ICT skills** – ability to effectively use Microsoft Office packages as well as to quickly become proficient in using new platforms such as CRM
- **Communication**- Excellent verbal and written communication skills.

Personal Qualities:

- ✓ **Active, curious and empathetic listeners** – capable of outreaching to build strong and positive relationships with people living in the local community, colleagues and partner organisations
- ✓ **Resourceful** – using initiative and sound judgement to develop practical plans, respond sensitively and appropriately to a range of challenges that may present
- ✓ **Organised** – adept at planning and managing a busy workload, organising locally, networking with other service providers, fostering internal collaboration, while at all times working closely with local people in target communities
- ✓ **Passionate about social inclusion and equality** – committed to social change & both the task and the process of community development
- ✓ **Tech savvy and attentive to detail** – comfortable using a variety of digital platforms to ensure that initiatives developed through the programme are delivered, communicated & recorded accurately
- ✓ **Collaborative**- developing positive relationships to achieve goals; understanding of groups and group dynamics; engaging with public bodies
- ✓ **Team players**- Strong team players with a positive, enthusiastic, flexible and professional approach to work
- ✓ **Flexibility**- The ability to be flexible and adapt to changing circumstances within the community & voluntary sector

Qualifications:

- ✓ Have achieved Level 7 on the National Framework of Qualifications **or** equivalent relevant training **or** professional experience, in a discipline appropriate to the role.
- ✓ **A minimum of 3 years direct experience working with marginalised individuals and/or communities**
- ✓ **Access to transport and a full clean driving licence as travelling as outreach is a key part of the role.**