

## JOB DESCRIPTION

<b>Job title:</b>	Changing Futures Trafford – Delivery Officer
<b>Responsible to:</b>	Stretford Public Hall CEO / Trafford Community Collective Project Lead
<b>Main place of work:</b>	Stretford Public Hall
<b>Working hours:</b>	3 days (22.5 hours) per week (0.6 FTE)
<b>Salary:</b>	£32,000 pro rata
<b>Contract length:</b>	12-month, fixed term
<b>Application deadline:</b>	12pm, Friday 21 <sup>st</sup> March 2025
<b>Start date:</b>	April 2025

### Background

Changing Futures Trafford is a year-long programme, focused on supporting people who experience a combination of homelessness, substance misuse, mental health issues, domestic abuse and contact with the criminal justice system. The programme is intended to improve an understanding of how Trafford can support individuals and families experiencing multiple disadvantage.

The programme will be underpinned by the key principles of early intervention and prevention, and it will adopt relational, person-centred and strengths-based approaches. Our approach will be flexible and innovative, building on and enhancing existing services and partnerships. It is hoped that the Changing Futures programme will make meaningful, sustainable, and transformational changes to local health and social care systems.

The programme is recruiting a Delivery Officer, to coordinate programme activity across Trafford's six Community Hubs. The Delivery Officer will be an important role, ensuring that the Community Hubs' Keyworker team are delivering the project in a collaborative and supported way, to meet the programme objectives.

The Delivery Officer will work within a wider programme delivery team, including specialist services within Trafford e.g. Trafford Domestic Abuse Service, Out There, Achieve, Host.

## **Changing Futures Trafford – Delivery Officer**

You will be coordinating the input of a team of Keyworkers, who will be working directly with people who have experienced a combination of homelessness, substance misuse, mental health issues, domestic abuse and contact with the criminal justice system. You will be responsible for ensuring that Keyworkers are supported in their roles, ensuring appropriate safeguarding processes are followed and the adequate supervision is provided.

You will have a key role in ensuring that the programme meets its data collection and reporting requirements. You should feel confident handling data of this nature.

We are looking for someone who is proactive and flexible – putting their commitment to the people on the programme at the centre of their work.

We deeply value diversity and we will support and encourage applications from those who have directly experienced the effects, feelings and trauma of multiple disadvantage.

### **Key responsibilities**

**The following are the key responsibilities of the Delivery Officer:**

#### **1. Keyworker coordination**

- Coordinating the Community Hub delivery of the Changing Futures project, ensuring the consistent delivery of project outcomes and outputs across all Community Hubs
- Ensuring Keyworkers feel sufficiently skilled and trained to carry out their roles appropriately
- Coordination of regular team meetings for the team of Changing Futures keyworkers and other project team members.
- Convening regular Steering Group meetings and conveying outcome of Steering Group meetings to Community Hubs
- Serving as a point of contact between the Community Hubs and other project partners, including Trafford Council and referral services
- Representing the Community Hubs at multi-agency meetings and external forums.
- Prepare and deliver presentations of information and project updates to a range of audiences, including project partners.

#### **2. Safeguarding & supervision**

- Working with Keyworkers, Community Hub managers and project partners to establish appropriate safeguarding processes and procedures
- Serving as the Community Hub programme safeguarding lead, ensuring that the appropriate standards of safeguarding are maintained throughout project delivery, across all Community Hubs
- Coordinating the supervision of Community Hub keyworkers and ensuring each Keyworker receives appropriate, regular supervision

### **3. Evaluation & monitoring**

- Working with Keyworkers, Community Hub managers and project partners to agree an evaluation and monitoring framework for the project.
- Monitoring, review and evaluation of the Community Hub outputs and outcomes of the project, ensuring key workers are following agreed monitoring and evaluation frameworks
- Working with external evaluator to ensure Community Hub Keyworkers participate actively in the overall programme evaluation.

#### **General**

Contribute ideas and support to the mission of the Hall and take an active part in the wider team's day-to-day running of Stretford Public Hall, attending staff meetings, standing in for colleagues, providing updates for the Board, and generally supporting the wider work of the hall.

## **Person specification - essential criteria**

### **Experience**

- Work in frontline services, ideally managing / coordinating multi-partner projects
- Setting up and managing risk management and safeguarding systems, in a health / social care setting

### **Personal skills and relationship building**

- A commitment to partnership working and collaboration.
- A commitment to inclusion and an understanding of the role of co-production
- Emotionally resilient and able to adapt to changing situations.

### **Communication skills**

- Excellent communication skills, able to communicate clearly with a multidisciplinary team
- Able to present written information in a clear, structured, and concise way
- Excellent IT skills, including database management
- Ability to maintain strong, positive relationships with partners and external organisations.
- Confidence to represent the programme in multi-agency meetings and external forums.

### **Experience of project delivery**

- Experience of delivering activity to meet specific outcomes or targets as part of a project or team
- Working with autonomy in a community setting.
- Experience of developing and sharing ideas that would improve a programme, service or system, encouraging innovation and challenging the status quo.
- Excellent time management and organisational skills.
- Ability to plan own work schedules and priorities to meet deadlines and achieve specified outcomes.
- Ability to use case management systems to record and evidence the progress of participants.
- Ability to take a flexible approach and respond positively to new ideas and ways of working.
- A commitment to compliance with Safeguarding and other relevant legislation.

### **General**

- Driving licence and access to a vehicle.

### **Desirable criteria**

- Good understanding of Trafford-based services and community assets.
- Good understanding of data protection policies and practices.