CARE NETWORK CAMBRIDGESHIRE
JOB DESCRIPTION AND PERSON SPECIFICATION

JOB DESCRIPTION

Job title:	Community Development MANAGER
Hours:	25 hours per week
Location:	Hardwick + Chatteris + Home
Reports to:	Head of Services
Line manager for:	Volunteer Coordinator, Community Development Officer

Role Summary:

This role is key to the development of our organisation, in accordance with our strategic plan. The role holder is responsible for developing new and emerging projects based on the needs of specific communities across Cambridgeshire and surrounding counties. The role includes the development and management of our volunteer offer, and sourcing secure, sustainable funding for existing and new projects. The role holder will develop partnerships and collaborate with key stakeholders across the county to ensure the success of our projects for the benefit of all community members. The team will be an incubator for developing projects.

Examples of projects currently requiring development.

Our community transport service is an infrastructure service to help sustain vital community car schemes through ongoing training, advice, and networking for car schemes in South Cambridgeshire.

Small projects within the volunteering ambitions will need to be developed and aligned with our five-year strategy to ensure they contribute to our long-term goals and deliver measurable impact.

Role Specific Principal Tasks:

1. As community development manager:
    - Build and retain excellent relationships within communities across Cambridgeshire, identifying need, and matching services
    - Encouraging a VCSE first approach to community work and local initiatives
    - Collaborating with and engaging other VCSE partners to achieve a bigger impact
    - Promote the organisation's vision across staff and volunteer teams
    - Provide line management to a diverse team, developing individual and group skills and abilities in line with plans
    - Develop staff and volunteers through 1:1s, annual appraisals, development activities, identifying their goals and objectives to aid CNC with its ambition to continue to be an employer of choice.
    - Ensure the service staff and volunteers adhere to CNC policies and procedures.
    - Manage any HR issues that may arise
    - Encourage the team to support each other in their roles and across the wider organisation in delivery of the one client journey, providing a responsive service that works in a person-centred way to empower clients to achieve their desired goals.
    - Engage with other managers at CNC to ensure effective collaboration, consistency of approach and to develop and deliver organisational plans.

- Take responsibility for the services contracts and agreements ensuring we are compliant with our operational delivery.

1. Manage and oversee the delivery of various projects, liaising with partners and attending regular meetings with commissioners and stakeholders to review the service within the scope of the contract or funding.
2. Recruit and induct new staff to the Services as necessary in line with our strategic objectives.
3. Undertake service development work, which complements and strengthens existing provision as identified and agreed with the Head of Services. Identifying opportunities to partner with other organisations to maximise delivering the best outcomes for clients. Being aware of the needs of the population of Cambridgeshire through ongoing discussions with parish, district, and county council colleagues, health colleagues, and other stakeholders
4. Be flexible, person-centred and always embrace changing approaches to delivery, to ensure that our services are fully responsive to and accommodating of the needs, wishes and aspirations of the people who use it.
5. Using data from our CRM database, produce reports required by funders, ensuring that a full response is given to all monitoring and evaluation requirements in a timely manner.
6. Lead on performance management of the service, ensuring that deviation from targets, gaps in provision and any serious incidences are escalated to the Head of Services immediately and risks are mitigated.

7. Represent Care Network at relevant operational and strategic meetings with system partners within Health, Social Care and the wider voluntary sector. Be open to opportunities to collaborate and work with others to achieve the best outcomes for those we are all here to support. Discuss key outcomes of these meetings with Head of Services to help with service planning

8. Actively promote Care Network services, with relevant partners and agencies, networking and raising awareness of all services, among potential clients, volunteers, referrers, and within the wider community.

9. Contribute case studies, reports and articles for Care Network's meetings, newsletters, and website and social media.
10. Analyse and evaluate project successes and areas for further improvement on an ongoing basis, reporting on overall impact of each project to the leadership team and key stakeholders
11. Work closely with all CNC services to maintain useful local information, such as contact numbers of other services or agencies to whom clients may wish to be referred on to.
12. Actively work with fundraising team in either applications to trusts and foundations (reviewing drafts as required, supplying case studies) or supporting community fundraising, ensuring the fundraising team have a fully-scoped project plan to ensure successful fundraising activities
13. Ensure that all complaints and compliments received are recorded in line with organisational procedures and HR legislation.
14. Ensure safeguarding procedures are followed, and to ensure that any concerns, disclosures, or allegations of abuse are immediately and correctly reported.
15. Maintain high standards of personal accountability.
16. Be aware of and comply with the requirements of Data Protection Legislation and CNC's Data Security and Protection Policy, ensuring confidentiality of information in respect of records maintained and tasks undertaken. Demonstrating commitment to CNC's values and behaviours.
17. Consider the impact of your actions on other projects, delivering a 'one team' approach for the benefit of our clients.
18. Carry out any other task requested by the line manager that may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any permanent changes will be incorporated into the job description or your contract of employment.

Additional Requirements:

- Ability to work from home, using all remote resources to operate in an effective manner.
- Driving license and own vehicle to travel to various sites of work as required.
- Flexibility in working hours to meet business and community needs.

Person Specification

Qualifications	**Essential Criteria** - Educated to A Level or evidence of equivalent professional experience Demonstrable commitment to professional and personal development
	Desirable Criteria A higher educational qualification in management and leadership
Experience	**Essential Criteria** - Two years' relevant experience of supervisory or line management experience, including performance management Two years' relevant experience of contract or service management and development - Collaborating and working in partnership with other organisations across sectors in a person-centred approach - Writing and delivering operational plans to support (strategic) delivery of service and organisational goals Analysing and using data to manage and develop a service Writing and presenting reports to key stakeholders - Experience of leading a team through case reflection to support individual and team performance and development
	Desirable Criteria - Experience of working with health and social care - Experience of working with people requiring emotional and or practical support - Experience of working with a variety of sectors including health, social care and the voluntary sector Working with and managing volunteers
Knowledge	**Essential Criteria** - Knowledge of how the voluntary and statutory sectors work together to provide a holistic approach to promoting independence, confidence and connection. - Dynamic risk management to ensure safety of staff, volunteers and clients - Knowledge of volunteering; legal requirements and how to provide an engaging and meaningful volunteering experience Community development strategies and techniques Understanding of the current landscape of health and social care, and the key issues affecting the systems within which we work

	Desirable Criteria **-** Knowledge of issues influencing HaH and CNC in general, e.g. safeguarding, health & safety etc. - Knowledge of issues that threaten independence and happiness including loneliness, social isolation, financial issues, long term condition management. - The difference between regulated and non-regulated care, to guide what support HaH can provide. - Understanding of ~~t~~Marmot Places and other approaches to build connected communities=
Skills	**Essential Criteria** **-** Able to lead and motivate a team, fully utlising the skills and experience each individual brings Can organise and prioritise own work and that of others to meet deadlines, contractual requirements, and organisational goals - Excellent communication skills in formal and informal settings, with the ability to adapt style to suit the audience Excellent networking and influencing skills - High emotional intelligence and ability to work effectively with others during stress and stretch Ability to work on own initiative, make decisions within the remit of own job role - Can read and understand professional journals, reports and regulations, with the ability to extract relevant information that will affect HaH or CNC in general - Writes clearly and persuasively for articles that are used in a range of public forums and formats - Presents information effectively (informative, interesting and persuasive) to audiences - Ability to problem solve and ability to plan a way forward in situations that can be affected by a range of variables - Proficient in all MS Teams, Outlook, Word, Excel, PowerPoint, use of a CRM database, e.g., Charity Log - Can influence, inspire and motivate people • Ability to lead with resilience within a constantly changing landscape
	Desirable Criteria
Aptitude & Characteristics	**Essential criteria** - Ability to use initiative and not afraid to ask for support and able to accept direction when given - Comfortable with accountability, and the opportunity to learn when desired outcomes are not achieved, A commitment to personal development - Commitment to staff wellbeing, whilst also fostering a culture of supportive resilience within the team at times of stretch - organised, dependable and a good time-keeper - Flexible and adaptable, curious about the opportunities and benefits change can bring

	- Able to listen and not just hear, to be open to a variety of views, able to make decisions taking all of these factors into account