



Charity No: 1098916; Company No: 4459816



Project name:

Stand up for your good health and wellbeing

Diversity Living Services (DLS) was established in 2002 to

- Promote social integration and inclusion by eliminating discrimination and social exclusion against Black, Asian, Migrant Ethnic (BAME) disadvantaged people,
- Promote equality & diversity by supporting BAME Communities in accessing services and opportunities through advice, training, advocacy, participation and engagement with mainstream services, and
- Promote good health of Black and ethnic minority patients by providing advice, advocacy, education, counselling, and information

DLS strives to be an equal opportunities employer. DLS is committed to equality of opportunity and to non-discrimination for all job applicants and employees, and we seek to ensure we achieve diversity in our workforce regardless of gender, race, religious beliefs, nationality, ethnic/national origin, sexual orientation, age, marital status or disability.

Job application pack

Dear Applicant,

Job titles:

- **Project Coordinator/Manager**
- **Community Health Coach Worker**
- **Community Health Education Worker**
- **Administrative Assistant**

The closing date: 5pm on 17 July 2017

Thank you for your interest in a post at Diversity Living Services.

I am pleased to enclose the recruitment pack containing all the relevant details with regard to the above positions. Please select the position you would like to apply for. The application form is the same for all the above posts.

To ensure your application is considered, please return the completed application form by midday on the closing date.

Unfortunately, due to the cost involved, it is not possible for us to acknowledge each application received. However if you wish to receive confirmation that we have received it please include a stamped addressed postcard. As the applications will be photocopied please complete in black or type.

Short-listing will be undertaken by a short-listing panel. Selection Interviews will be by an interview panel. Following the short-listing process only candidates selected for interview will be contacted.

References may be taken before or after interview. They will not be taken into account until the interviews are completed and a conditional offer of employment issued.

A test may be carried out which will be scored against previously determined criteria in accordance with the Person Specification.

The application form can be completed manually or by word processing and returned by email or post at the address shown on the application form.

We would be grateful if you could indicate on your application (including cover letter) which of the positions you wish to be considered for.

The closing date is 5pm on 17 July 2017. Interview dates will be arranged and agreed with short-listed candidates only.

Neither late applications nor CVs will be accepted.

Candidates invited to interview will successfully demonstrate in their application, using examples from their career and volunteering experience to-date, how they fulfil all of the essential and many of the desirable criteria in the person specification. Candidates are unlikely to be invited to interview if they state they meet the criteria without providing supporting examples and evidence; or ignore the application instructions above.

BAME job seekers are particularly encouraged to apply.

If you are successful, you will need clearance from the Disclosure and Barring Service (DBS). Applicants must have the right to work in the UK

Applicants who have not received a reply in 30 days from the closing date of the job advertisement should assume that they have been unsuccessful in their application.

Completed application forms should be sent by post to:

Diversity Living Services
1st Floor, 57 The Market Square, London N9 0TZ.

Or by email to: recruitment@diversityliving.org

If you have any further queries please do not hesitate to contact us by email or phone at 02088036161.

Thank you for your interest you have shown in a position with DLS.

We look forward to receiving your application

Yours sincerely

The Chair of the Board of Trustees

JOB DESCRIPTIONS and SPECIFICATIONS

‘Stand up for your good health and wellbeing’ project

Project coordinator/manager

- **Job title: Project Coordinator/manager**
- Reporting to: The chair of the Board of Trustees
- Annual salary: £21,841
- Hours: 21 hours per week
- Fixed contract length: 3 years
- Location: Edmonton Green

Responsibilities

- Coordinate day-to-day implementation of the Big Lottery Fund project (Stand Up for your good health and wellbeing) including activities, resources, equipment and information, administration, monitoring and evaluation
- Ensure successful delivery of project targets and outcomes
- Ensure the day-to-day smooth running of the project
- Management, support, recruitment and supervision of project staff and volunteers
- Liaise with and represent the project to external bodies, media and events
- Supervise the research and production of health education materials
- Prepare accounts for regular monitoring of project expenditure and auditing
- Plan activities and attend external meetings relevant to the project
- Monitor and track project's progress and handle any issues that arise
- Act as the point of contact and communicate project status adequately to Big Lottery Fund (BLF), other funders, partners and the public
- Use project management tools to monitor and use of resources, budget, plans and money spent
- Create and maintain project documentation, plans and reports
- Chair the service user steering group meetings
- Organise weekly staff and volunteers meetings about the project
- Develop collaborative working relations with funders, health services, and local authority for further development of the project
- Prepare and implement an action plan for the sustainability of the project beyond the project duration
- Report to BLF about project progress, finance and about any issue.
- Facilitate annual external evaluation of the project
- Prepare and submit annual returns to Charity Commission and Companies House
- Oversee human resources in general, including policies and procedures, recruitment, induction and management of volunteers

- Deal with complex queries and complaints on the telephone, by email and in person
- Establish and maintaining administrative, financial and office systems
- Liaising with the landlord with regards to management and maintenance of the premises
- Review and updating office policies and insurance
- Oversight of web based communications including the website and social media activity
- Oversight of IT systems and liaising with external IT support
- Organise and coordinate high profile events, seminars and meetings
- Correspond with the Board Members and arrange the quarterly board meetings
- Keep the Board updated on financial matters and project progress
- Monitor expenditure and provide financial reports
- Research fundraising opportunities and write successful grant applications to charitable trusts or statutory bodies

Person Specification

Qualifications, knowledge & experience

- Educated to at least undergraduate level or equivalent in relevant field
- Minimum of 10 years' experience of project or service design, development and management
- Ability to work unaided with limited supervision and as part of a team and be a highly organised, motivated individual
- Ability to prioritise, work under pressure and deliver against set targets to agreed deadlines
- Ability to drive creative ideas from conception through to completion
- The ability to get things done
- Good time management skills and experience of planning and prioritising heavy workloads
- Knowledge of services for BAME communities in Enfield and neighbouring boroughs
- Experience and a good understanding of problems affecting BAME communities
- Excellent IT skills (Word, Outlook, Excel)
- Experience and knowledge of relevant funding programmes
- Effective organisational skills to plan projects, co-ordinate diverse activities and make funding successful applications
- Excellent understanding of charitable companies' governance and obligations
- A certificate of PRINCE 2 Foundation

Skills and abilities

- Minimum 3 years' experience working with BAME communities and a good understanding of their needs.

- Experience writing funding applications and proposals
- Experience of programme monitoring & evaluation
- Good organisational and planning skills
- Ability to manage a varied workload, work under pressure, prioritise and meet deadlines
- Demonstrable experience of working effectively as part of a team
- Ability to supervise others
- Ability to organise, prioritise and plan work including managing change and working under own initiative.
- Ability to communicate with a diverse range of people from all sectors, including health professionals, individuals working within local groups and service users
- Ability to work as part of a team
- Self motivated, flexible and adaptable to the needs of the organisation
- Commitment to the principles of Equal Opportunities and its practical implementation in service development and delivery
- Excellent communication skills – oral and written - sufficient to write letters, project proposals, progress reports, etc.
- Previous successful experience of working in a similar role, with a demonstrable understanding of the charitable sector.
- Discretion and judgement, and experience of dealing with sensitive information.
- Experience in preparing and submitting annual returns for Charity Commission and Companies House
- Experience in preparing charitable companies ' annual accounts and reports
- Experience in project and budget management skills
- Ability to find solutions to operational problems that may arise and resolve them in an efficient and effective way
- Fluent in one of the community languages spoken in the London Borough of Enfield.

Experience and competences

- Experience of fundraising, managing a grant implementation process
- Knowledge of the sources of funding available to local voluntary organisations
- Understanding of the governance arrangements that charities need to operate within
- Knowledge of policies and procedures that charities and voluntary organisations should have
- Experience of managing community projects
- Experience in working on services provided to BAME communities
- Good understanding of research design and methodology
- Demonstrable project design and fundraising successes in the voluntary sector

Community Health Coach Worker

- **Job title: Community Health Coach Worker**
- Reporting to: The Project Coordinator
- Annual salary: £16,380
- Numbers of hours: 21 per week
- Duration: 3 years
- Location: Edmonton Green

Purpose of the post (key responsibilities)

- Coach service users in effective management of their chronic health conditions and self-care
- Assess service users' lifestyles and wellbeing, set goals for improving their health, agree action-plans, and provide practical support and information that contribute to helping service users to change their behaviour
- Help service users identify how their behaviours may be affecting their health
- Advise BAME service users on issues related to risk or prevention of poor health conditions
- Provide basic health services, such as monitoring blood pressure, help with smoking cessation, etc.
- Provide outreach and discuss health care concerns with service users
- Refer service users to specialist health services
- Advise service users on issues related to improving general health and self-care
- Act as a patient advocate and liaison between the patient/family and health service agencies (e.g. GPs, hospitals, access to health entitlements, etc.).
- Follow-up with service users via phone calls, e-mail and home visits
- Assist patients with completing relevant applications and registration forms
- Work with healthcare and social service systems to become relevant and responsive to the needs of BAME communities
- Help BAME people understand their health condition(s) and develop individual plans and goals to improve their health and well-being
- Link BAME service users to healthcare/social service resources (e.g. grants, health entitlements, etc)
- Maintain updated service user records with plans, notes, appropriate forms, or related information.
- Follow-up with health management/care plans with both patients and providers
- Develop events to teach people about health topics
- Help people find health services or information
- Assist service users to adopt healthy behaviour and overcome cultural barriers to good health
- Contact clients in person, by phone, or in writing to ensure they have completed required or recommended actions.

- Distribute fliers, brochures, or other informational or educational documents to inform service users about health issues.
- Assist families to apply for health related entitlements and social services
- Encourage adoption of habits that are conducive to a higher quality of life

Community Health Education Worker

- **Job title: Community Health Education Worker**
- Report to: Project Coordinator
- Number of hours worked per week: 21 hours per week
- Annual Salary: £10,140
- Location: Edmonton Green
- Duration: 3 years

Purpose of the post:

- Help individuals to become more knowledgeable about things that can affect their health and wellbeing
- Teach BAME service users about behaviours that promote good health and wellness
- Develop activities and events to teach BAME people about health topics
- Teach BAME people how to cope with or manage existing health conditions
- Evaluate and monitor the effectiveness of educational materials and activities
- Help BAME people find health services or information
- Provide outreach and discuss health care concerns with BAME community members
- Prepare and distribute health education materials, such as guides and fliers, to promote healthy lifestyles
- Record the project information, such as the numbers of service users having access to project services and participate in events, and details of persons assisted and assistance provided
- Collaborate with public and voluntary organisation health services to respond to BAME community health needs and the availability of services.
- Deliver community outreach work in the form of one-to-one visits, presentations to community events, community group visits and partnership initiatives to help raise public awareness about the project
- Maintain appropriate records relating to all outreach work and client contacts.
- Demonstrable experience of planning and delivering learning activities for community groups.
- Delivering talks, organise health education stands/stalls, road shows and workshops

Person Specification

Education

- Relevant education, training or experience in health education or health promotion
- Educated to A-Level/NVQ 3 or equivalent

Skills, Knowledge and Experience

- Good interpersonal and good listening skills
- Being culturally sensitive to respond to the needs of the service users
- Abilities to think creatively about how to improve the health of BAME communities
- Excellent writing skills to develop written materials in order to convey health-related information
- Ability to speak a community language
- Good planning and organisational skills
- Excellent communication skills – both oral and written.
- Ability to work as part of a team with internal and external stakeholders.
- Ability to understand and articulate clients' needs.
- Ability to produce electronic newsletters, basic fliers and posters
- Public speaking skills and presentations
- Ability to manage time effectively
- Ability to work within deadlines
- Experience and ability to organise community events and learning workshops and seminars
- Good knowledge and understanding of issues, concerns and service needs relating to BME communities.
- Knowledge of the UK Health System
- Knowledge of general referral systems in health care
- Excellent IT skills (Word/Outlook/Excel)
- Ability to work autonomously without supervision
- Experience of working with BAME communities including asylum seekers and refugee communities
- Flexibility in working hours, available to work on Saturday (replaced by a one day off of the week)
- Able to travel within the context of the post (i.e. London Borough of Enfield and other areas where events relevant to the project are taking place).

Administrative Assistant

- **Job title: Administrative Assistant**
- Reporting to: The Project Coordinator
- Number of hours worked per week: 21 per week
- Annual salary: £10,046
- Duration : 3 years
- Location: Edmonton Green

Main duties and responsibilities

- Provide administrative duties and be the first point of information for external contacts, service users, organisations and the public
- Provide clerical support and taking minutes of the project steering group and weekly staff meetings
- Answer calls from the public, recording messages and directing calls to relevant staff or signposting members of the public to external organisations
- Attend external meetings, filing and retrieving documents, maintaining petty cash
- Sorting and distributing mail, responding to email
- Welcoming service users, partners, suppliers and members of the public
- Being responsible of office maintenance, cleaning, equipment and health and safety
- Perform general clerical duties to include but not limited to: photocopying, word processing, mailing, and filing.
- Obtaining information from the computer and the Internet
- Provide reception and appointment services to clients, partners, other collaborators and the public.
- Undertake reception duties and deal with general enquiries from visitors and members of the public
- Provide administrative and secretarial support to the Project Coordinator, other staff and volunteers
- Organise and store paperwork, documents and computer-based information
- Keep diaries, arrange appointments and help to arrange events.
- Ensure that the premises' reception area and displays are neat, tidy and clean showing the charity at its very best at all times (this is a particular
- Maintain confidentiality at all times in respect of charity-related matters and to prevent disclosure of confidential and sensitive information.
- Continually promote and support the ethos and principles of the charity and to avoid any action that may be detrimental or prejudicial to the interests of the charity.
- Attend relevant internal and external meetings, training, events, conferences, etc as agreed with the line manager.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Undertake any other duties of a similar level and responsibility as may be required.

Person Specification

Education/Qualifications

- Education to GCSE level with Maths and English at Grades A* - C or equivalent
- Word Processing qualifications /Secretarial Skills

Skills, knowledge, experience and aptitude

- Minimum of 12 months office experience
- Experience of undertaking a range of administrative tasks
- Previous administration work experience
- Ability to work on own initiative, prioritise own work, meet deadlines.
- Good interpersonal skills.
- Written communication skills to level required for drafting correspondence, transcribing minutes.
- Good skills in MS Word /Excel and basic data-base spreadsheet entry
- Flexible approach and willingness to work as part of a team.
- Good numeracy skills.
- Experience of working in the charity/voluntary sector
- Good interpersonal skills
- Ability to solve problems on a day to day basis
- Ability to work with minimal supervision and to act on own initiative
- Empathy with BAME communities
- Willingness to undertake further training as appropriate
- Being fluent in a community language spoken by BAME communities in Enfield.