



*Jobs with Purpose*

<b>Job title</b>	Community Support Officer – 2 posts
<b>Candidate Brief</b>	<p>NOW Group are an award-winning social enterprise who delivers services across Northern Ireland supporting people with learning difficulties, autism and neurodiverse conditions into jobs with a future. We are passionate about changing lives and our priority is on outcomes and impact for individuals, their families and communities who are the most disadvantaged. We support participants to have better health, a better education and a brighter future. Our services are continually evolving as a result of co-design, participant feedback and project learning.</p> <p>As a community support officer within the Community Team you will provide direct support to participants on the NOW Connects Service by delivering a programme of daily activities to increase independent living and social skills. The post holder will ensure a variety of opportunities and will work closely with other departments including Employment and Training Services to encourage and support our participants on their journey of progression from community services.</p>
<b>Location &amp; Hours</b>	Post 1 – NOW Group HQ, 15-17 Grosvenor Road, Belfast 20 hours Monday, Wednesday, Thursday & Friday 9:30am to 2:30pm
	Post 2 – Anderson House, Market Street, Omagh 24 hours Tuesday, Wednesday, Thursday & Friday 9am to 3pm
<b>Reports to</b>	Senior Community Support Officer
<b>Salary scale</b>	£24,250 per annum pro-rata
<b>Benefits</b>	25 days annual leave plus 12 statutory days (pro-rata) Health Cash Plan (on successful completion of probationary period) Access to confidential Staff Counseling & Financial Advisory Services Stakeholder Pension Scheme (5% employer contribution) Bike to Work Scheme Holiday purchase scheme Flexible working initiatives – Hybrid working model Wellbeing initiatives

**Mission**

Supporting people with learning difficulties and autism into jobs with a future.

**Vision**

A society where people with learning difficulties live, work and socialize as valued citizens.



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## Main Responsibilities

1. Provide person-centered support to participants on the NOW Connects programme.
2. Support participants within classroom and outdoor venues.
3. Encourage individuals to engage in opportunities and build independence skills.
4. Promote Volunteer opportunities for group members.
5. Build on existing external networks/relations and develop new ones to increase range of activities and networks available to participants.
6. Route train participants to increase independence skills.
7. Work effectively with NOW Group Services to provide a full range of support, optimizing positive progression for participants.
8. Ensure organisational, team and individual annual KPIs are met.
9. Ensure accurate record keeping of participant attendance, retention and progression in compliance with organisational data protection and confidentiality policy.
10. Comply fully with NOW Group's 'Organisational Approach to Safeguarding.

**This job description is not definitive and may be subject to review as the duties and responsibilities determine**

NOW Group adhere to the AccessNI Code of Practice and it is our policy to obtain an Enhanced Disclosure for employees who will be working within our service delivery teams. This check will be completed before employment commences and only if successful at interview. For further information please refer to the Access NI Code of Practice at [AccessNI Code of Practice \(nidirect.gov.uk\)](https://nidirect.gov.uk)

A copy of our policy on the secure handling, use, storage and retention of information is available on request.

In line with the Rehabilitation of Offenders (Exceptions)(NI) Order 1979 (as amended in 2014), NOW Group's will only ask about convictions which are defined as "not protected" for the purposes of obtaining a Standard or Enhanced disclosure. Please note that a criminal record will not necessarily be a bar to obtaining a position. A copy of our policy on the Recruitment of Ex-Offenders is available on request.



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### Personnel Specification

#### Essential

1. Ability to be flexible and adaptable - hours are flexible and may involve evening and weekend work as required.
2. GCSE grade C in English Language (or equivalent),
3. At least one years' experience of supporting people with learning disabilities within a group environment.
4. Experience of engaging with volunteers.
5. Ability to demonstrate administrative skills with good record keeping.
6. IT skills including Word, Excel, Outlook and Social Media use.
7. Understanding of the barriers faced by people with learning disabilities.

#### Desirable

1. Community or Youth Qualification (Level 3 or equivalent)

### Values & Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues. **Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.**