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## Job Description

<b>Job title:</b>	Community Resilience Coordinator
<b>Line Manager:</b>	Service Manager
<b>Hours:</b>	Full time 36.5 per week
<b>Salary:</b>	£30,613 – £34,121 per annum (Inclusive of London Weighting)
<b>Location:</b>	WLM St Luke's, 25A Wincott Street, Kennington SE11 4NT

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### About WLM:

For 130 years the West London Mission (WLM) has developed innovative services for some of London's most marginalised people. We deliver pioneering services which transform the lives of thousands of people affected by homelessness, poverty and trauma.

### About WLM St Luke's:

In challenging times people need financial and emotional resilience to help them work through problems and feel stronger for the future.

At WLM St Luke's we offer accommodation, support, and a range of social and educational opportunities to help people learn new skills, build confidence and form positive social networks. While we have a strong focus on financial and digital inclusion, we have a holistic approach and recognise the full breadth of factors that can impact on people's lives. Our work is integral to preventing situations of homelessness, poverty and poor mental health.

We are a service at the heart of our community and we work actively to share knowledge, increase capacity and build links between local people, groups and services.

### Summary of the post:

As Community Resilience Co-ordinator you will work with St Luke's residents, service users and community partners to build the confidence and skills they need to remain strong in situations of adversity. You will empower people to achieve and sustain positive changes that increase their chances of a secure and fulfilling future.

This is a varied role involving an exciting new partnership between WLM and The Pret Foundation's Rising Stars Programme.

### Main duties and responsibilities.

There are five core areas of focus for this role:

#### 1. Working with St Luke's residents (The Pret Foundation's Rising Stars)

- 1.1 Reviewing Rising Star applications and conducting interviews with the Rising Star applicants, completing Risk Assessments.
- 1.2 Providing personalised, flexible support to 13 Rising Stars, helping to ensure the successful completion of their 14 week programme and thereafter the retention of their job at Pret A Manger. This will include working some evenings and Saturday's.

### 1.3 Helping the Rising Stars to prepare for and sustain all aspects of independent living including:

- Managing bills, bank accounts and household finances
- Setting up and managing utilities accounts
- Saving money
- Ensuring digital capability
- Life skills such as cooking, health and wellbeing, building and sustaining positive relationships
- Practical skills such as using household appliances, safety in the home
- Accessing local opportunities, advice and services
- Monthly milestone mapping with Rising Stars
- Attending Rising Star Chat Groups ad hoc

### 1.4 Securing stable and realistic move-on accommodation for all of the Rising Stars in partnership with the Property Management Co-ordinator

### 1.5 Providing motivation and encouragement for all Rising Stars to pursue their interests, goals, skills and aspirations

### 1.6 Helping all Rising Stars to identify and engage with opportunities and services in the local community and St Luke's Hub

### 1.7 Keeping accurate and up-to date support records using a digital recording mechanism

### 1.8 Engaging in outcomes monitoring, reporting on KPIs and liaison with The Pret Foundation as required – including Monthly review meetings with Pret Foundation

### 1.9 Attending Pret Foundation functions e.g. quarterly Charity Partner's Meetings, events

## **2. Working with St Luke's community partners (the Money Champions network)**

### 2.1 Supporting the Service Manager in the delivery of the financial resilience project funded by the NatWest Skills and Opportunities grant. This may include as directed by the Service Manager:

### 2.2 Recruiting and training volunteers to be Money Champions

### 2.3 Design and deliver financial capability workshop in conjunction with Financial Resilience Worker

### 2.4 Establish and support satellite DigiBuddies sessions at other WLM sites

### 2.5 Quarterly reports to NatWest

### 2.6 Promote the above training to ensure good levels of attendance

### 2.7 Provide support to develop and sustain our Money Champions network

### 2.8 Ensure that information and skills are shared as widely as possible throughout our local community

### 2.9 Attend external meetings as a representative of WLM St. Luke's e.g. stakeholders forums, and also plan financial resilience networking events

## **3. Working with St Luke's service users (supporting our existing digital and financial inclusion work)**

### 3.1 Provide support to our Digi-buddies project, providing support to volunteers

## **4. Volunteers**

### 4.1 Recruit, induct and supervise volunteers.

### 4.2 Quarterly volunteer peer networking events.

## **5. Liaison with Marketing and Comms and Fundraising**

### 5.1 Work with Marketing and Comms Manager to ensure the branding and comms are in line with WLM's message, and also provide content for use on social media, articles, website etc.

### 5.2 Liaising with fundraising to monitor outcomes for grants, and also facilitating corporate volunteers at DigiBuddies sessions.

## **6. Additional duties and responsibilities**

As well as the core responsibilities detailed above, you will work with colleagues to support the delivery of our other funded projects and the general running of St Luke's Hub. This will include:

- 6.1 Providing support to help local residents overcome financial and emotional challenges
- 6.2 Signposting to specialist advice
- 6.4 Working with local education providers to timetable a range of learning opportunities and accredited courses.
- 6.5 Working collaboratively with colleagues to ensure smooth running of all aspects of St Luke's Hub
- 6.6 Supporting our cross-organisational work to build financial resilience across all of WLM's services

## **7. General expectations as an employee of WLM:**

- 7.1 Adhere to WLM's Equal Opportunities Policy, Health and Safety Policy and code of conduct in all aspects of your work
- 7.2 Work collaboratively with wider WLM staff and volunteers.
- 7.3 Attend regular supervision sessions, team meetings and reflective practice, as well as wider WLM events and learning opportunities
- 7.4 Participate in an annual performance appraisal and engage in appropriate training and development opportunities as agreed
- 7.5 Represent WLM at external meetings and events as required
- 7.6 Undertake such other duties, consistent with the role as may be reasonably required, including occasional evening or weekend work.

## **PERSON SPECIFICATION: WLM COMMUNITY RESILIENCE COORDINATOR**

We are seeking someone who can demonstrate the following competencies to a high level and is committed to using them to the full in this role. Whilst some specific experience of the content of the job will be relevant, we will be looking for evidence of all the following key competencies. Please demonstrate how you meet these competencies in addition to the person specification below.

<b>Client focus</b>	<b>Administration and IT</b>
<b>Organisation and planning</b>	<b>Reasoning and problem-solving</b>
<b>Proactivity and initiative</b>	<b>Work with external agencies</b>
<b>Communication</b>	<b>Coordination of projects</b>
<b>Team Work</b>	

**Please use the Job Application form to demonstrate your capacities in relation to each of the criteria listed in the sections below. Please address each point in order.**

### **Person specification**

The following criteria would be considered **essential**:

#### **1. Knowledge**

- 1.1 An understanding of financial challenges linked to welfare benefits, budgeting and debt
- 1.2 An understanding of factors affecting emotional and psychological wellbeing
- 1.3 An understanding of coaching, motivational interviewing and/or strengths-based approaches to support

#### **2. Skills and personal qualities**

- 2.1 Ability to motivate and empower people to make and sustain positive changes
- 2.2 A professional approach to providing support, observing boundaries and confidentiality at all times
- 2.3 Ability to deliver training and group workshops that are practical, inspiring and challenging
- 2.4 An open, inclusive and non-judgemental attitude
- 2.5 A proactive, creative and dynamic approach
- 2.6 Excellent listening and interpersonal skills, with the ability to communicate proficiently with a wide range of stakeholders
- 2.7 An ability to work closely with an external body (namely the Pret Foundation Trust & the Rising Stars programme) demonstrating a good working knowledge of its remit, aims and long-term objectives
- 2.8 Ability to keep accurate records and perform monitoring and reporting activities to a high standard
- 2.9 Excellent team-work and collaboration skills

#### **3. Experience**

- 3.1 Experience of delivering group workshops and training
- 3.2 Experience of supporting individuals with financial and/or emotional challenges
- 3.3 Experience of supporting others to develop their strengths and achieve aspirations
- 3.4 Experience of supporting and supervising volunteers

**The following criteria would be considered desirable:**

#### **4. Knowledge and experience**

- 4.1 A working knowledge of the UK benefits system, particularly Universal Credit
- 4.2 Understanding of issues surrounding homelessness, poverty and trauma
- 4.3 An understanding of WLM's inclusive Christian ethos and how this works in practice