

IDEAL FOR ALL LTD **JOB DESCRIPTION**

POST:	Community Engagement Navigator
POST REFERENCE:	CEN1225
SALARY:	£25,878 - £27,148 per annum FTE - Depending on Skills and experience
HOURS:	37 Hours per week
RESPONSIBLE TO:	Services and Development Manager or as advised

Job Summary:

As a Community Engagement Navigator, you will play a vital role in supporting Sandwell's diverse communities by promoting inclusion, independence and access to services for all regardless of age, ability or background. Central to the role is coordinating / facilitating our peer support groups and condition management activities that empower disabled people, carers, and families, delivered across the 6 towns and beyond. You will deliver interventions that enhance wellbeing, reduce isolation, and help people connect with each other and with local opportunities.

You will build and maintain strong relationships within the community, raising awareness of Ideal for All and partner services, and ensuring residents can access the resources and opportunities they need. This position combines navigation support with active engagement enabling people to participate in decision-making and build resilience. Working closely with stakeholders you will collaborate to strengthen networks and contribute to a healthier, more connected Sandwell.

The role also involves facilitating consultations, feedback, and co-production to shape Ideal for All's services and socially enterprising activities. The role will help develop and support our volunteer workforce and membership too which embody the spirit of IFA, working to enhance the services we provide for disabled people, carers and families.

Key Tasks:

1. Co-production and Community Engagement:

- a. Actively promote to engage the local community and relevant stakeholders to create awareness of Ideal for All and its range of peer support programmes and encourage participation in our services (healthy lifestyle, leisure, mental wellbeing, condition management, volunteering, work-readiness interventions)
- b. Co-create, and facilitate community outreach events, workshops and regular support groups and forums where disabled individuals can share experiences, voice opinions, and influence local and national policies that impact their lives.
- c. Develop and distribute communication materials across print and digital platforms, to raise awareness about available programmes. Manage and

maintain community resource directories, ensuring accurate and up-to-date information.

- d. Facilitate co-production meetings to ensure service users' 'voices' inform organisational development and shape the direction of Ideal for All.

2. Community Navigation & Empowerment:

- a. Conduct initial assessments and create individual SMART Goal Action Plans by providing information, advice and guidance, referrals, and assistance to access or create awareness of other services available, such as (but not limited to) housing, healthcare, wellbeing, benefits advice, social support, employment and education and direct payments/self-directed care and carer support.
- b. Connect users to the necessary services to help them thrive, and support with advocating their needs by helping them navigate available resources and services. More than just signposting – provide robust explanation, digital skills access, communication, easy-read support and health literacy support alongside 'warm handover' referral to IFA and other local opportunities and partnership for the benefit of our service users.
- c. Provide follow-up support to ensure service users' needs are met, documenting outcomes to ensure continued positive impact and collecting feedback for continuous improvement. Regularly review and 'vet' referral pathways to ensure they are fit for purpose, safe, useful, up-to-date, and maximise opportunities which benefit our people.

3. Peer Support Group Coordination and inclusion:

- a. Develop, coordinate, and facilitate peer support groups tailored to the needs and interests of disabled people within the community, ensuring their 'voice' is heard and represented in our service development.
- b. Plan, co-develop and deliver a variety of engaging activities and strategies across Sandwell to promote mental well-being, reduce loneliness, and encourage social inclusion and the needs of disabled people. Using creative, educational, and fun approaches to empower residents, promoting independence and resilience in both digital and face-to-face community settings.
- c. Serve as an advocate for disabled people, those with long-term conditions and their carers, supporting their active involvement in service planning, delivery, and evaluation. Working closely with people to ensure all activities are inclusive, accessible, and responsive to their needs and preferences (choice & control, service user 'voice').
- d. Encourage and support the co-production of group activities and development, ensuring members are involved in decision-making and shaping the direction of their groups. Arrange skill-building opportunities tailored to participants' interests, aspirations, and development goals, towards personal growth and resilience.

4. Volunteer Development & Member Coordination:

- a. Build and manage a volunteer workforce to support IFA's charitable aims and objectives. Assist the management of volunteer schedules, roles, and

responsibilities to align with the needs of the groups and the organisation. Ensuring they have the resources, training, and guidance they need.

- b. Create a positive, welcoming environment within Ideal for All where all participants feel valued and supported and new volunteers and members are encouraged to join. Coordinating and delivering New Member and New Volunteer welcome events quarterly or as required.
- c. Provide ongoing guidance and mentoring to volunteers, helping them build confidence and skills to take on leadership and supportive roles within their groups. Identify and nurture individuals within peer support groups who are interested in progressing into volunteer roles such as Peer Support Group Leader and Peer Support Group Assistant. Recruit, train, and supervise them regularly, ensuring they are equipped to effectively support the groups whilst managing their own health and wellbeing. Facilitating collaboration between staff, volunteers, and members to ensure smooth day-to-day operations, building connections among participants, and supporting activities.
- d. Working with managers to create and deliver a volunteer development programme which trains and supports group members transitioning into these, and other roles, within IFA or our partnerships. Provide regular feedback, recognition, and opportunities for volunteer progression, including the transition from Assistant to Leadership roles and Member to Trustee applications.
- e. Maintain and develop Ideal for All's membership and volunteer registers, recording and keeping up to date records on our secure CRM, encouraging active participation within the charity including digital engagement and fundraising networks.

5. Partner Collaboration & Resource Coordination:

- a. Work closely with local Primary Care, Voluntary Sector partners, and other service providers to connect residents with comprehensive support options.
- b. Collaborate with external organisations and statutory support to broaden access to services, from health and education to welfare benefits and community resources.

6. Data Management & Reporting Duties:

- a. Maintain and document accurate records including individual/ group activities, attendances, volunteer contributions, SMART goals and outcomes on our secure database of participant information, including initial assessments, progress reviews, referral pathways, and well-being metrics.
- b. Monitor and evaluate the effectiveness of groups and volunteer roles with Services Manager and Head of Operations, using feedback, data and co-production evidence to continually improve and develop services.
- c. Analyse and report on programme impact, using data to track performance against key indicators (KPIs) and meet GDPR and data-sharing requirements. Showcase the positive outcomes and improvements experienced by participants, supporting programme evaluation and accountability.

- d. Prepare reports for funders and stakeholders, for management review, to demonstrate the impact of peer support interventions, volunteer programmes and IFA's core membership activities.

7. Safeguarding & Health & Safety Compliance:

- a. Uphold safeguarding policies and ensure the safety and well-being of all participants involved in Ideal for All's activities and partnerships.
- b. Comply with health and safety standards across all work areas, ensuring a safe environment in line with current legislation, policies, and best practices.

8. Programme Support & Flexibility:

- a. Support the delivery of Ideal for All's projects and service level agreements by assisting with various programmes, pilot initiatives, community outreach events, AGM and charitable fundraisers.
- b. Provide flexible cover for services and staff as needed, including some evening and weekend working, ensuring continuity of services and a positive experience for all participants at IFA and in the wider community.
- c. Organise and travel within the community and wider regions with groups, members and residents, providing support for social events and outings as required, co-produced with our people.
- d. Engage in professional development and training, continuously enhancing skills in community engagement, therapeutic support, and health and well-being. Provide equivalent 'skills for life' development and training for service users, volunteers and members in an adaptive, accessible and person-centred manner. Utilising partners, consortiums and local funder offers.

Generic Tasks:

1. To maintain confidentiality of any material and information handled at all times. If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way and hold data only for the specified registered purposes and to use or disclose the data, with the prior approval of their line manager, only to authorised persons or organisations. The data and equipment remains the property of Ideal for All and must not be taken out of the workplace without the written permission of the Chief Executive.
2. To attend relevant meetings within the company as required; work as part of wider IFA staff team and undertake any other relevant tasks as deemed necessary and delegated by the management
3. Where it is appropriate the post holder is required to liaise with, train and manage any volunteer who is assigned to their area of work
4. The post holder will uphold the working remit of IFA's "user-led-ethos".
5. All employees will recognise and uphold the social model of disability and utilise this model in their work with disabled persons
6. Type/word-process relevant documents via electronic information
7. Utilise financial and statistical tools and reports using spreadsheets.

8. Manage, organise, and update relevant database applications.
9. Communicate and provide information by relevant methods internally and externally to assist and enable organizational operations and effective service to connecting groups.
10. Analyse and interpret statistics and other data and produce relevant reports.
11. Interpret requests, instructions and issues and implement actions according to administrative policies and procedures.
12. Research and investigate information to enable strategic decision-making by others.
13. Arrange and participate in meetings, conferences, and project team activities.
14. Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
15. Maintain hard copy and electronic filing systems.
16. Sign for and distribute mail and packages
17. Research, price, and purchase office, general, specialist e.g. disability equipment and supplies for the whole company as when authorised to do so
18. Co-ordinate and maintain appropriate records for management e.g. staff absence, office space, phones, parking, company credit cards and office keys.
19. Organise and co-ordinate meetings and conferences.
20. Provide induction assistance for new employees.
21. Organise accommodation and entertainment arrangements for company visitors when authorised to do so
22. Obtain supplies and/or making, serving food, drinks and refreshments etc
23. Distribute company flyers, publicity etc when authorised to do so
24. Make travel arrangements on behalf of the company when authorised to do so
25. Schedule Meetings/Conference Calls
26. Take Dictation/Transcription/notes recordings etc of meetings etc
27. Supervising other staff when authorised to do so
28. The post holder should make themselves aware of and ensure they adhere to all Ideal for All's policies and procedures.
29. You will be required to work flexibly around the business needs of the Company and therefore some evening and/or weekend work may be required of you in order to benefit the Company.

Disability Confident

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. This information is available on request and can be provided in accessible formats.



PERSON SPECIFICATION

Re: Community Engagement Navigator

<u>Factors</u>	<u>Essential</u>	<u>Desirable</u>
Education	• Evidence of relevant education and/or qualifications level 2 or above. E.g. IAG, GCSE or equivalent. • Evidence of ongoing professional development	• NVQ or equivalent Level 2, or grade C above e.g. Customer Service • IAG Level 2. • Coordination / leadership. • Bachelor's degree in social work, Community Development, Public Health, or a related field (or equivalent work experience).
Has received Training in	• Disability awareness/ disability confident • Health and Safety, manual handling • Safeguarding Awareness. • Working with vulnerable people. • Suicide prevention / mental health help and support. • Using databases. • Basic digital skills including Word Processing, IT literacy, social media and online engagement. • Evidence of ongoing professional development.	- Customer Care - IT qualification • First Aid at work. • Health Literacy. • Mental Health awareness/ first aid. • Using AI at work. • Other relevant IAG, Adult Learning or other relevant Qualifications e.g. Autism Awareness / Neurodiversity
Experience	• Minimum 1 years working within a disability setting • Experience of using engagement techniques in order to bring about results for the service users • Experience in coordinating peer support groups or similar community-based activities, preferably within the disability sector including online and social media engagement. • Work within the geographical area utilising other venues, groups etc to determine their suitability/usefulness to service users • Experience in co-production and involving service users in shaping and developing services. • Experience in organising successful, engaging events.	• Working within a user-led disability environment. • Experience of working with volunteers/ coordinating volunteer services. • Experience working adults/Young People /Children, those with health conditions, or individuals facing multiple disadvantages to employment, inclusion, and independence e.g. English is not their first Language • Experience in supporting volunteers and/or membership services • Experience of creating marketing materials on brand. • Experience of developing and implementing processes, systems, and quality improvements, CRM,

	• Experience in delivering marketing and promotion • Knowledge and experience of risk management processes, prevention and safeguarding and handling customer queries and complaints. • Knowledge & experience of monitoring, evaluating outcomes, meeting performance targets, and compiling high quality reports using CRM. • Dealing with a range of administrative tasks including dealing with people over the telephone, on video calls (MS Teams, Zoom/) and face-to-face and filing of customer records (Cloud/ hard copy) - Familiar with Microsoft packages including word, email etc • Managing multiple deadlines and achieving objectives, delivering business related tasks in a professional manner.	impact with evidence of measurable change. • Experience in partnership working and stakeholders (leads, funders, commissioners, employers, LA) e.g. working together to develop solutions which meet participants and business needs.
Special Skills/ Knowledge	• Excellent written and verbal communication, interpersonal, and facilitation skills, with the ability to build strong relationships with a diverse range of individuals and groups. • Ability to communicate effectively with all levels of staff service users and public with the ability to build rapport across diverse populations. • Proven ability to engage and motivate volunteers and members • The ability to write legibly and at conversational speed • Skilled in identifying what service users need and finding ways of trying to satisfy that need • Strong organisational skills and the ability to manage multiple tasks and projects simultaneously. • Ability to create solutions which help solve complex barriers/ challenges (supporting disabled peoples independence, health and wellbeing) • Flexibility, coping with the varying demands of the role and achieve the desired results by taking ownership of goals/ actions and using strong problem-solving skills	• Understanding of the social model of disability and person-centred approaches, local and national labour market and employment issues, welfare reform/ impact. • A commitment to Ideal for All's values, including promoting equality, diversity, and inclusion. • Experience in volunteer management or development. • Knowledge of disability issues and condition management principles is advantageous. • Knowledge of the local demographics and make up of Sandwell and the wider WMCA. • Current knowledge of local offers, and recruiting volunteers networks • Working knowledge of DPULO's, and membership organisations • Training delivery or train the trainer qualifications. • Creative skills, social media and marketing • Ability to problem solve and respond appropriately to a variety of situations • Understanding data and presentation impact (difference made) in a range of formats (both

		written, online and offline, visual, sound bites, marketing films etc)
Personal	A strong commitment to improving the lives of disabled people and promoting inclusion, equality, and diversity. • A friendly and professional manner when dealing with a wide range of people (service users, staff, volunteers, and external partners). A positive approach towards helping others, (flexible and proactive). • Effective and supportive co-worker • Ability to communicate effectively and sensitively with all levels of staff service users and public in a courteous, confidential and thoughtful manner. • Self-motivated and able to work on own initiative and complete self-directed task, organising workload and meet deadlines as part of wider team • A positive approach to training and personal development of self and others • An enhanced Disclosure and Barring Scheme (DBS) check is required for safeguarding purposes • Clean Driving Licence and own vehicle	• Bi-lingual or alternative form of communication user • Willingness and ability to work flexible hours, to meet service needs. • Plans ahead and ensures team excel, working within agreed time frames with funder requirements. • Willingness to contribute to the success and growth of the organisation.
Interests and Motivation relevant to the job	• A genuine interest in community development and equality for our Residents • Positive attitude to disability, health inequality/ health and wellbeing management and seeing employment as a viable option for disabled people including those with Learning disability • Engaging with the strengths of local communities and the issues that matter to them, making a difference to the lives of disabled people and their families • Genuine interest in supporting the organisation to progress and advance fit for purpose, high quality services	• Range of past time activities including crafts, being outdoors, connecting to others. • Equitable fit for purpose services which meet the needs of disabled people and support inclusion in society • A commitment to Ideal for All's values, including promoting equality, diversity, and inclusion.
Commitment	• Sensitive and empathetic to the diverse strengths and needs of residents • Commitment to professionalism and a proactive and hands-on approach to work, with a focus on achieving high-impact results	• A positive approach to training and personal development of self and others • To change with circumstances and a willingness to work flexibly to meet service and business needs

	• To a user led philosophy, confidentiality and person-centred support, enabling others to thrive • Commitment to equality, diversity, and inclusion, with a passion for supporting all disadvantaged and disabled individuals, regardless of age, ability or background	• Working with Management to develop services for the benefit of disabled people, carers, and their families and advancement of IFA business/ charitable aims.
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About Ideal for All:

Ideal for All is a user-led charity and social enterprise run by and for disabled people, their families and carers, and people in need of support. Through award-winning, co-produced services, innovative community enterprise, strong partnerships and consortiums, we work to create a more inclusive and equitable society for all, regardless of age, ability, or background. Our user-led approaches tackle discrimination ensures the lived-experience 'voices' of those we support are heard and reflected in our work, influencing both local services and national policy.

Our employees and people are our biggest asset, second only to our award winning fully accessible sites and services. Working within the framework of our user-led approaches, we co-produce and deliver specialist high-quality interventions and personalised services that empower and enable disabled and vulnerable individuals to achieve independence, improved wellbeing, employment, educational attainment, reduced isolation and loneliness, increased connectivity and social inclusion, greater choice and control - ***working to make life better for all of us.***

Status and Review of The Role:

This Job Description is designed to identify the principal responsibilities of the post. The post holder is required to be flexible in developing the role in accordance with changes within the Company's management agenda and priorities. Consequently this job description is a non-contractual document and will be subject to review and amendment, in consultation with the post holder, in order to meet the changing needs of the service and the organisation.

Acceptance:

I, having received, read and understood the above job description and person specification, do accept them as a guide to the work I will be required to carry out. However I also acknowledge and accept that the above documents may need to be amended from time to time in line with the needs of the business:

Name:	Signature:	Date:
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Ideal for All Ltd

Registered Charity No. 1070112 – Company Limited by Guarantee No. 03196518