Job description

<table>
<thead>
<tr>
<th>Job title</th>
<th>Community Development Facilitator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours</td>
<td>37.5 hours per week</td>
</tr>
<tr>
<td>Salary</td>
<td>£23,302.50 - £26,050.50, depending on experience</td>
</tr>
<tr>
<td>Service setting</td>
<td>Head Room Café, Golders Green and other Jami locations</td>
</tr>
</tbody>
</table>

Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness and distress in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community’s mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse set of highly professional mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

Head Room Cafe

Situated in the heart of our community, our social enterprise brings awareness and access to mental health support, helping to remove the stigma of mental illness and distress and encourage the wider community to talk openly about mental health.

Head Room offers a wide range of groups and activities, available both online and in-person. Examples of the different groups we provide includes the walking group,
coffee and connect, and kind co-working. These groups are available to all and have a focus on inclusivity, mutual support and community building and development.

**Job purpose**

We are proud to have built a community that recognise Head Room as a safe mental health space, where members regularly drop-in for our groups, one on one chats, and to gain a sense of meaningful connection.

We are looking for a warm and welcoming person with strong interpersonal skills, who is passionate about supporting people with their mental health, and who recognises the importance of feeling part of a mutually supportive community.

Based at the café, you will be the first point of contact for members of the community who are looking to connect, and for new members who are looking to find out more about the café and Jami services. You will be responsible for co-facilitating groups and being available between groups for members of the community to provide support and connection.

You will also be responsible for building a team of befriending volunteers at the café, and to coordinate them to provide social support when needed. This could be for a chat, emotional support, or signposting. Managing volunteers would involve support and supervision, and so having a clear understanding of boundaries is key.

As part of the services team, you will also be supporting the food and beverage team by being available to meet the social and support needs of the café, and so being a collaborative team player is important.

**Responsibilities**

- Based at the Café, the Community Development Facilitator will ensure that members of the community accessing our groups and coming along for a chat feel welcome and part of the community.
- Will provide support in line with intentional peer support values and principles.
- Coordinate a team of volunteers to be present and available at the café to help meet the social and support needs of the community.
- Processing and logging of volunteer reports
- Interview and deliver training for new volunteers.
- To be responsible for developing your own knowledge of community-based resources, and to signpost members of the community accordingly.
- Maintain clear, accurate individual records on our record keeping system
- Facilitate and Co-facilitate groups, activities and events
- Set up for the groups, including setting up tables and chairs, as well as tidying up after the groups.
- Build positive and supportive relationships with members of the community, volunteers, and colleagues.
- Carry out duties in line with confidentiality.
- Raising safeguarding and/welfare concerns.
- Creating case-studies when needed.
- Providing support for other teams when needed.
- Collecting mailing list forms.
- Handing out welcome packs for new people, as well as other administrative duties associated with the role.

Other:

- Maintain own personal development and keep up to date with current knowledge and health and social care agenda through reading, attending study days, conferences, and meetings as appropriate.
- Work within Health and Safety guidelines, with reference to the Lone Worker Policy and individual risk assessments.
- Compliance with the Equality Act, and Health and Safety legislation.
- Attend regular supervision with named supervisor.
- Participate in the organization’s appraisal process.
- Ensure that all activities are operated in a way which is consistent with the values of Jami and the Jewish community it serves.
- Carry out any other reasonable duties as requested by your line manager or another designated senior manager.

Key relationships

- Community Development Facilitator
- Head of Community Development
- Food and beverage team at the cafe
- Head Room volunteers
- The wider community
- Volunteering department
- Jami service Heads

Personal Attributes

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Strong written and verbal communication skills</td>
<td></td>
</tr>
<tr>
<td>• Efficient and productive approach</td>
<td></td>
</tr>
<tr>
<td>• Practical problem solver</td>
<td></td>
</tr>
<tr>
<td>• Excellent interpersonal skills and ability to build relationships</td>
<td></td>
</tr>
<tr>
<td>• Team player</td>
<td></td>
</tr>
</tbody>
</table>
- Strong IT skills and attention to detail
- Empathetic, understanding and patient
- Collaborative and flexible
- Good time management and organisational skills
- Able to work well within a team as well as independently

### Knowledge and Experience

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of working in a service delivery setting</td>
<td>Local knowledge of community resources and facilities</td>
</tr>
<tr>
<td>Experience of working with and supporting volunteers</td>
<td>Experience and knowledge of the Jewish community</td>
</tr>
<tr>
<td>Knowledge of best practice in managing volunteers</td>
<td>Working in a complex and changing environment</td>
</tr>
<tr>
<td>Knowledge and understanding of safeguarding and confidentiality</td>
<td>Lived personal experience of mental illness or distress</td>
</tr>
<tr>
<td>Working in partnership with other agencies</td>
<td>Experience working in the mental health sector</td>
</tr>
<tr>
<td>Excellent IT and administration skills</td>
<td>Experience of working in the charity sector</td>
</tr>
<tr>
<td>Working in a supportive capacity with vulnerable people</td>
<td></td>
</tr>
</tbody>
</table>
**Flexibility**

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

**Disclosure of criminal background**

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

**Equality and diversity**

Jami are proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

**Confidentiality**

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorized person is a serious disciplinary offence.

Please submit your cv and a one-page cover letter outlining what you feel you can bring to the role to recruitment@jamiuk.org

The deadline for applications is the 14th December, however we may bring this deadline forward depending on the number of applications we receive.

Interviews will be held week commencing 18th December.

For further details please contact Osnat Ritter at osnat.ritter@jamiuk.org