

The Lenton Centre is a charity and company limited by guarantee, established in 2005, to run The Lenton Centre (TLC). This is an exciting social enterprise in the heart of Lenton, which aims to bring the people of Lenton and the surrounding areas together in a welcoming environment for leisure, learning, community, and other health-giving activities. The Lenton Centre is a 'community anchor' and a hub of activity in an increasingly vibrant community. Quackers by DS Swim is based at the centre, with a growing number of swimmers, plus local schools being taught each week.

Outreach and Community Support Worker Job Description

Employer: The Lenton Centre

Responsible to: Centre Manager

Hours of work: 12 per week. To be worked within our standard opening hours

Salary: £26,325 per annum pro rata (equivalent to £13.50 per hour)

(15 hours per week is equivalent to £8,910/annum)

Potential to increase hours as the role requires.

Location: The Lenton Centre, Willoughby Street, Nottingham, NG7 1RQ

Role Purpose:

The Outreach and Community Support Worker is responsible for engaging with local residents, community groups, and partner organisations to identify needs, reduce barriers to participation, and improve access to the services and opportunities available through The Lenton Centre.

The role will support individuals who may be experiencing social isolation, financial hardship, poor health, or other challenges by providing information, signposting, practical support, and encouragement to access appropriate services and activities. The postholder will build positive relationships within the community, promote wellbeing and inclusion, and help ensure that The Lenton Centre remains a welcoming and accessible hub for people of all ages and backgrounds.

Working closely with internal teams and external partners, the Outreach and Community Support Worker will help develop and deliver outreach initiatives, community projects, and engagement activities that strengthen community connections, improve outcomes for local residents, and support the Centre's charitable objectives.

Principal Duties and Responsibilities:

Key Responsibilities

- **Community Engagement:** Actively engage with community members, identify their needs, and build positive, trusting relationships.
- **Resource Navigation:** Inform and connect individuals to local services, including housing support, food programs, mental health resources, and employment services.
- **Group Facilitation:** Assist in planning and running community drop-in sessions, workshops, or recreational activities.
- **Administrative Support:** Maintain accurate, confidential records of community contacts and support provided, ensuring data privacy standards are met.
- **Collaboration:** Work closely with local organisations, schools, and healthcare providers to ensure a coordinated approach to community support.

Qualifications and Skills

- Communication: Excellent active listening and verbal communication skills; ability to connect with people from diverse backgrounds.
- Empathy & Patience: A compassionate, non-judgmental approach to supporting individuals facing challenges.
- Local Knowledge: Familiarity with local community resources, charities, and support networks is highly desirable.
- Time Management: Ability to work independently and manage a 12-hour weekly schedule effectively.
- Requirements: Must pass a standard background/safeguarding check (e.g., DBS check or local equivalent).

Other:

- Any other duties deemed by the Board or Managing Director to be appropriate to the job purpose.

General:

The Lenton Centre works with vulnerable people. Staff and volunteers must observe proper demarcation and professional boundaries when performing their roles. All roles within are subject to safe recruitment, including the taking up of references, review of any information in the public domain, and DBS checks.

The Outreach and Community Support Worker must always act in a way which will maintain the good reputation of The Lenton Centre, upholding the policies and procedures of The Lenton Centre and striving to preserve good working relationships with clients, staff, and volunteers

Work is conducted in an environmentally aware manner to ensure all resources are utilised effectively and efficiently. Sound "value for money" principles are necessary in undertaking the purchasing or supply of goods and services.

Always maintain customer confidentiality.