

RECRUITMENT PACK

Community Services Coordinator



About Jewish Blind and Disabled

We are the only Jewish charity dedicated to ensuring that neither physical disability nor impaired vision is allowed to become a barrier to maintaining one's independence and dignity. We provide developments of mobility apartments specially designed to enable people to do the everyday tasks that are key to living independently, in safety with their own front door. We have over 360 people living across our 7 developments with ages ranging from those in their 30's to over 100 years old.



Most of our tenants are not born with a disability, instead, at some point in their lives they face a diagnosis that will have a significant impact on their life from that time forward. We know that with the right facilities and support a disability does not have to mean a loss of vital independence and self-worth.

Each of our buildings has its own supportive Jewish community with our house managers being central to the building. Along with providing a 24/7 on call service 365 days a year, house managers keep a caring eye on our tenants, calling them, unless requested not to do so, every morning and evening to check that everything is ok.

We work in partnership with a wide range of local and communal organisations, social care and health providers to support our tenants to be active and supported members of their local community.

Community engagement is at the heart of all we do.

Over the past few years we have become acutely aware of the struggles that some people on our waiting list were facing in managing in their own home. In 2018, we established our Independent Living Advisory Service, a service that takes our expertise into people's own homes. The service both advises and funds the installation of vital aids and adaptations that can support individuals on our waiting list or those who want to remain in their own home to retain their much-prized independence.

Our Vision, Mission and Values

Jewish Blind & Disabled exists for Jewish people with physical disabilities and/or vision impairments aged 18 upwards to have access to housing and support so that they lead the best life they can; enabling independence, dignity and choice. This is achieved through our specially adapted mobility apartments located in our unique supportive developments or within their own home in the wider community. We are committed to develop to ensure we can meet the needs and increased demand from across the community.

We are a values led organisation. We are guided by our strong Jewish values. Our behaviours demonstrate how we live our values. We will use these behaviours to:

- 1** Ensure we recruit people who share our values and can demonstrate the behaviours we seek to encourage in our staff team
- 2** Measure performance and identify support and development needs of our staff
- 3** Outline our expectations for our staff, volunteers, contractors and others who interact with us. Central to this is our value of respect.

OUR VALUES

Truth and Integrity (EMET)

Do what you are supposed to do. Be accountable. Be professional

Respect (KAVOD) Treat others with respect and dignity

Fairness (TZEDEK) Be fair. Be open-minded and listen

Kindness (CHESED) Show you care. Be compassionate and empathetic.



Role: Community Services Coordinator

ROLE SPECIFICATION

Job Description

Jewish Blind & Disabled is the only Jewish charity dedicated to ensuring that neither physical disability nor impaired vision is allowed to become a barrier to living independently. Our unique developments of mobility apartments, with their 24/7 onsite support, are specially designed to enable the everyday tasks that are so easy for others to take for granted. Thereby enabling people from the age of 18 upwards to live life as they choose behind their own front door.

Jewish Blind & Disabled is an independent charity that is not affiliated to any other organisation.

Location

Head Office - Mill Hill East - with the requirement to travel to other locations as and when required.

Responsible to

Community Services Project Coordinator

ROLE INFORMATION

Job Purpose

To provide logistical and administrative support to Community Services Project Manager (CSPM) in order to enable ongoing delivery and expansion of JBD's community services offering. To help CSPM to plan, prioritise and deliver services effectively.

Key duties

1. Process incoming referrals to community based Occupational Therapy service and other services in line with agreed timescales.
2. Provide direct point of contact for JBD's community based clients
3. Use JBD systems to record new applicant data.
4. Support CSPM to apply for grants or other sources of funding where necessary.
5. Act as day-to-day contact point for administrators for organisations delivering services on behalf of JBD.
6. Support CSPM in planning and delivering peer support and other groups - on occasion, deliver these groups without CSPM.
7. Support CSPM, Director of Housing Management & Community Services (DHMCS), and Fundraising team in preparation and delivery of funding applications and reports.
8. Support DHMCS by providing relevant statistics for preparation of Board reports.
9. Support the CSPM to identify and respond to the needs of the community through engagement, feedback, and ongoing review.

10. Support the CSPM with the development and coordination of new support groups, series of talks, educational sessions, and other events as developed in line with the JBD offering.
11. Support the CSPM to develop and maintain effective partnerships with key external stakeholders such as local authorities, GP surgeries, social workers, synagogues, and other relevant organisations.

General Information

1. Maintain strict confidentiality protocols as defined by JBD policies & procedures.
2. To comply with the Health and Safety Policy and procedures and draw appropriate attention to any unsafe working practice/conditions.
3. To comply with the charity's code of practice to ensure that you act in a professional manner at all times which reflect the values of JBD.
4. To maintain standard of dress that is appropriate to role and in accordance with the charity's dress policy.
5. To adhere to JBD Data Protection and GDPR Policy and ensure that any breach or concerns are reported to your line manager or to the Data Protection Officer.
6. To attend regular meetings with line manager, regular team meetings and undertake relevant training as and when required.
7. To work at any other JBD location, as and when required.
8. To provide support to the marketing team regarding publications and social media.
9. To undertake any other duties within the remit of the post.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

REQUIREMENTS

The applicant must

- Confident and approachable, with the ability to engage a wide range of people and represent the organisation positively.
- Enjoys networking and building relationships with professionals, partners, and community members.
- Strong interpersonal and communication skills, both written and verbal.
- Good IT skills, with confidence using email, online meeting platforms, and basic data or record-keeping systems.
- Able to work independently, using initiative and good judgement to manage workload and priorities.
- Well organised, with attention to detail and the ability to coordinate multiple activities.
- Proactive, flexible, and willing to adapt to changing needs within the community.
- Ability to work in alignment with JBD's values

Salary band

£32.5K per annum pro rata dependent on experience & skills

Hours

20-25 hrs pw by agreement with successful candidate. One evening per month, some occasional weekend work by agreement when required.

Annual Leave

28 days per annum pro rata



Terms and conditions of employment

DBS	All posts are subject to an enhanced Disclosure and Barring Service (DBS) disclosure.
Probationary Period	All posts are subject to a probationary period which may be extended if deemed necessary.
Working Hours	Full time equivalent hours is 35 per week. This role is 20-25 hours per week with one evening per month and the occasional weekends as required by agreement.
Annual Salary	<p>Salaries are paid monthly in arrears on the last Friday of each month.</p> <p>Salaries are reviewed annually in January.</p> <p>JBD reserves the right to deduct from pay any amounts which are owed by you to the organisation, e.g. over payment of salary.</p>
Holiday Entitlement	<p>Annual leave will be based on a full-time entitlement of 20 days' paid holiday and 8 Bank Holidays (pro-rata for part-time employees).</p> <p>The holiday year runs from the January to December. Holiday entitlement increases with length of service, rising by three days per annum after three years of completed service and a further two days after five years completed service up to 25 days (plus BH). This entitlement is pro rated for part time staff.</p>
Sickness	Up to 1 years continuous service - SSP only (where applicable).
Pension and other benefits	On successful completion of your probationary period, you will automatically be enrolled on the company pension scheme and Health Cash Plan.
Notice	<p>During the probationary period - 1 week</p> <p>On successful completion of your probationary period and thereafter - up to 3 months dependent on the role.</p> <p>All notice must be in writing.</p>

Policies & Procedures	Jewish Blind & Disabled has a range of policies and procedures to support its staff in their work. These include GDPR, Confidentiality, Health & Safety, Equality Diversity & Inclusion and Grievance and Disciplinary & Appeals Procedures. All employees are bound by JBD's policies and procedures.
Additional Rules	Employees are required to disclose any other employment, which you undertake whilst in JBD's employment.
Kosher Buildings	As JBD is a Jewish organisation there are certain rules regarding food that must not be contravened. For example, no meat, meat products, shell fish or certain other fish may be brought into office buildings and only Kosher products may be brought into residential buildings. During Passover leavened products are also excluded.
Collective Agreements	These terms and conditions are not bound by any collective agreements.

WE CAN OFFER YOU

- A friendly & supportive work team
- Training & development opportunities
- Competitive rates of pay which are reviewed regularly
- 4% employer pension contribution
- Flexible working opportunities
- Hospital Cash Plan
- Employee Assistance Programme offering 24/7, 365 days a year confidential support with personal legal and financial information and health advice across a range of medical and wellbeing issues
- 24/7, 365 days a year GP telephone helpline
- A range of discounts from major high street brands
- Cash staff referral scheme

Working for Jewish Blind & Disabled

Our staff surveys show that people enjoy working for
Jewish Blind & Disabled:

96% of staff members said they were proud to work for
Jewish Blind & Disabled in a recent staff survey

95% of staff members said their job is interesting and it challenges them

93% of staff members said their roles gives them a sense of self-fulfilment.



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