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**Community Navigation Manager**

**Job Description**

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| **Job details** | | | | | |
| **Job title:** | | Community Navigation Manager | **Salary:** | | Band 4. S.C.P 10 - 14 (£23,268 - £28,282). |
| **Type of contract** | | Full Time 37 hours per week (exclusive of breaks) | | | |
| **Location** | | Blackpool FC Community Trust, Bloomfield Road Stadium | **Closing date** | | Deadline of 5pm, Monday 16th August. We encourage early applicants as we reserve the right to close the application process at any time. |
| **Responsible to:** | | Head of Community Programmes | **Team:** | Community Programmes | |
| **How to apply:** | | **Please complete our application form and email to** [**jason.white@bfcct.co.uk**](mailto:jason.white@bfcct.co.uk) or post it to:  Blackpool FC Community Trust, F.A.O. Jason White, Head of Community Programmes, Bloomfield Road Stadium, Seasiders Way, Blackpool. FY1 6JJ. The application form and JD can also be downloaded from our website [www.bfcct.co.uk](http://www.bfcct.co.uk)  **This job will be subject to satisfactory references and enhanced DBS procedures.** | | | |
| **Job Purpose:** | | Blackpool is a great town with world renowned landmarks and fantastic people. It is a superb place to work. Blackpool also has a football club steeped in history and with a wonderful future, along with a high performing and well-established Community Trust. It is an amazing time to be working for the football club and the Community Trust in this proud town.  An exciting opportunity has arisen for someone to join Blackpool FC Community Trust (BFCCT) as part of the Community Programmes team. We are looking for a Community Navigation Manager to lead on the coordination, delivery, and managing of our POOL Together programme.  POOL Together is our referral programme, which fundamentally is based upon the principles of social prescribing and is how we ensure that every person who engages with BFCCT is offered the right level of information and support to engage and sustain their involvement with us.  The post holder will be responsible and accountable for making sure all KPI’s and targets are met, and that all aspects of the work within this team is to a high standard. The post holder will also work alongside the Community Engagement Manager to support people to transition into activities within that area of work, but in time, look to develop links with other teams within the Community Programmes team who offer different services.  Based at Bloomfield Road Stadium, BFCCT is the official charitable arm of Blackpool FC, with a focus on engaging, developing, inspiring and supporting people of Blackpool to live better lives. | | | |
| **Main role and responsibilities** | | | | | |
|  | Manage and oversee our POOL Together referral programme, reporting back to the Head of Community Programmes and commissioners, where applicable. | | | | |
|  | Ensure projects are run in-line with set targets and KPIs with all M&E and admin being kept up to date. | | | | |
|  | Maintain and develop new and existing relationships with key partners such as Primary Care Networks, GPs, Pharmacies, Employers, EFL Trust. | | | | |
|  | Deliver, receive and coordinate phone calls with members of the community who would like to access the programme. | | | | |
|  | Respond efficiently and professionally to referrals and to liaise with partners where joint working exists. | | | | |
|  | To supervise and support Navigation staff and volunteers, delivering within the project, ensuring protocols and safe standards are followed at all times. | | | | |
|  | Engage new referrals into the programme through community outreach, events, internal collaborations, and marketing and promotion. | | | | |
|  | Develop specific targeted interventions with partners to engage targeted groups who are identified through insight, in engaging provisions. | | | | |
|  | Develop a participant pathway that creates further opportunities for individuals. | | | | |
|  | Recruit and manage volunteers to support the programme. | | | | |
|  | Develop our existing befriending offer, through volunteer recruitment and engagement. | | | | |
|  | Demonstrate a commitment to the safety and welfare of people of all backgrounds and ensure the safety and protection for any person involved in any activity arranged by the Community Trust. | | | | |
|  | Using different software platforms, monitor and evaluate all activity, to ensure that impact and outcomes are being measured to a consistently high standard, including case studies. | | | | |
|  | Manage and support staff within the Community Navigation team to perform their role to high standards, and to enjoy their work and feel appreciated, including appraisals and supervision. | | | | |
|  | To carry out administrative tasks as necessary e.g. staff records, registers, and quality assurance. | | | | |
|  | Work with an accessible and flexible approach to fulfilling the role, which will include the working of unsociable hours, evening and weekend work, as necessary, and other duties as reasonably requested. | | | | |
|  | Work with staff and marketing team to ensure regular and varied comms content is being developed and shared across our internal and external comms platforms. | | | | |
|  | Adhere to policies and procedures outlined by BFCCT. | | | | |

**Person Specification**

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|  | **Qualifications** | **Essential** | **Desirable** |
|  | Minimum FA Level 2 Coaching Qualification |  | ✓ |
|  | Health of Social care qualification |  | ✓ |
|  | Enhanced Disclosure and Barring Service (DBS) Certificate | ✓ |  |
|  | Driving License and access to a vehicle | ✓ |  |
|  | **Attitudes, Skills, Knowledge & Experience** | **Essential** | **Desirable** |
|  | Able to demonstrate excellent oral and written communication / presentation skills, which are culturally competent. | ✓ |  |
|  | Good organisation and time management skills, and able to prioritise and work within deadlines. | ✓ |  |
|  | Ability to work independently, line manage, supervise and motivate team members. | ✓ |  |
|  | ICT Literate, including management of Outlook diaries. | ✓ |  |
|  | Excellent communication and motivational skills. | ✓ |  |
|  | Able to work within a diverse community and draw on individual strengths to promote project participation. | ✓ |  |
|  | Commitment to develop self and staff to improve performance and CPD. | ✓ |  |
|  | Strong commitment to quality service delivery. | ✓ |  |
|  | A commitment to supporting participants, and the principles of equality, diversity and inclusion. | ✓ |  |
|  | An enthusiastic and committed individual who will ‘go the extra mile’ to deliver results. | ✓ |  |
|  | Previous project management and budgetary experience. | ✓ |  |
|  | Proven track record of working with adults who face multiple disadvantage. | ✓ |  |
|  | Knowledge and experience of social prescribing and supporting people with long-term health conditions. | ✓ |  |
|  | Experienced and knowledgeable around measuring and evidencing impact. | ✓ |  |
|  | Experience and / or knowledge of working with volunteers. |  | ✓ |
|  | Previous experience of working in the charity sector or Football Club Community organisation (CCO). |  | ✓ |
|  | Experience of supporting people to overcome barriers to access community provision. |  | ✓ |
|  | Previous experience of working with Local Authority. |  | ✓ |
|  | Experience in negotiation, influencing, and conflict resolution. |  | ✓ |
|  | Local knowledge of Blackpool. |  | ✓ |
|  | Knowledge and / or experience of health systems and pathways. |  | ✓ |
|  | Local knowledge of support providers in Blackpool. |  | ✓ |

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|  | **Competencies** |
|  | Works collaboratively with other and ensures maximum participation within teams and across the charity as well as key partners to support and drive achievement of the Community Trust. |
|  | Communicates with others in an open, clear, concise, and purposeful way to build effective relationships and gain support and ‘buy in’ for ideas. |
|  | Consistently completes work to high standards, identifies ways to improve efficiency and effectiveness whilst continually looking for ways to improve the performance of self/team/Community Trust. |
|  | Demonstrates a passion to deliver a quality service to internal and external customers that benefits both the customer and the Community Trust. |
|  | Seeks out opportunities to develop and improve self and others for the benefit of the Community Trust. |
|  | Gathers and uses information to form ideas about issues/problems and identify the best solutions that maximise the value delivered from the available resources for the Community Trust. |

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| **Important information about your application** |
| Blackpool FC Community Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This role involves the supervision of and work with children and young people or vulnerable adults and therefore you will require an Enhanced Criminal Records Check (CRC) through the Disclosure and Barring Service (DBS) and clearance for work in football by The FA. As such, this post is exempt for the rehabilitation of Offenders Act (1974) and the applicant must disclose all previous convictions including spent convictions.  As Blackpool FC Community Trust is a diverse organisation that respects differences in race, disability, gender, gender identity, sexual orientation, faith, background, or personal circumstance we welcome all applications. We want everyone to feel valued and included within the organisation to achieve their full potential. Blackpool FC Community Trust is opposed to any form of discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate.  You provide several pieces of data to us directly during the recruitment exercise. In some cases, we will collect data about you from third parties, such as employment agencies, former employers when gathering references. Should you be successful in your job application, we will gather further information from you.  If you would like to know more about the data we collect and how we use the data please email selina.hayes@bfcct.co.uk. |
| **Employment Benefits** |
| * Membership to Perkbox * 28 day’s annual leave (inclusive of 8 days bank holidays) increasing by five days after five years of employment * Community Trust uniform * Use of work laptop * Fuel allowance for work related expenses * Support with work related CPD opportunities. |