



KCU (Kettering Community Unit) Job Application Pack

**Thank you for taking the time to apply for a
position at KCU!**

**To help you through the application process, the
following documents are included in this pack:**

- Job advert
- Job description and person specification
- KCU information and application guidance notes
- Application form
- General Data Protection Recruitment and Selection form
- Equality and diversity monitoring form



CRISIS SERVICES COORDINATOR
KCU (Kettering Community Unit)
25 hours per week - £11,050 (actual annual salary)
Kettering, Northamptonshire

KCU is a locally embedded charity with a vision that everyone in our community is able to reach their full potential and improve their quality of life. We do this through relieving and preventing social and economic disadvantage through the provision of support, advice and services. With help from the National Lottery Community fund, we are at an exciting time in our development and are seeking to recruit a Crisis Services Coordinator to add to our small, but highly committed team. In this role, you will play a central part in developing our Dignity in Crisis Project, which focuses on providing practical support to people facing temporary or ongoing financial difficulties. Your role will include managing referrals for support and ensuring sufficient supply of essential food, household goods and clothing through public and other donations. You will have the ability to create and maintain effective relationships with a diverse range of people and organisations.

For further information please click on the link provided. The closing date for applications is mid-day (12.00pm) on Friday 14th June 2019. Interviews will be held on Wednesday 26th June 2019.

JOB DESCRIPTION

Job Title	Crisis Services Coordinator
Responsible To	Chief Executive Officer/Partnerships Director
Responsible For	None
Hours	25 hours per week Monday to Friday
Annual Salary	£11,050 (actual)
Location	Kettering, Northamptonshire

Summary of role

To ensure the effective delivery and development of KCU's Dignity in Crisis Project

Key responsibilities

Operational duties

- Contribute to the recruitment, induction, training and support of volunteers and those on work experience to help ensure the effective running of the crisis support services
- Identify and respond to the needs/issues raised by volunteers working across the crisis services
- Ensure supply of food parcels, essential household items and other goods to meet predicted demands
- Manage agreed referral systems and deal with requests from organisations for emergency food, furniture, household goods and clothing
- Treat referred people as customers by taking/meeting them at the shops or warehouse to select items required
- Support the development of the project's Marketing and Communications Plan in conjunction with the Partnerships Director and be responsible for key actions to ensure it's delivery

Administrative duties

- Work with the Projects Support Officer to provide data and monitoring information returns to the project's stakeholders/stakeholder groups

- Collect project outcomes and performance information and maintain records for the Partnerships Director to submit to key stakeholders

(continued)

Internal/external duties

- Maintain effective relationships with key stakeholders such as the Trussell Trust, foodbank suppliers/donators and referral/potential referral organisations to the project
- Attend relevant internal/external meetings to contribute to the effective delivery of all services
- Work with KCU staff, trustees and volunteers to promote the crisis support service
- Support the development and delivery of partnership projects linked with KCU's crisis services
- Work with the Partnerships Director and Projects Support Officer to arrange, administer and present reports and information to the project's steering group

Organisational responsibilities

The post holder will need to work within the vision, mission and value statements of KCU and all relevant policies and procedures. This job description is not exhaustive. It acts as a guide and the post holder may be required to undertake other duties. Such duties will be in line with the level of responsibility of the post.

PERSON SPECIFICATION: CRISIS SERVICES COORDINATOR

Criteria	Essential	Desirable	Assessment method
<p>Qualifications and knowledge</p> <ul style="list-style-type: none"> ○ Good level of general education, at least to GCSE standard or equivalent ○ Awareness of health and safety legislation ○ Knowledge of safeguarding vulnerable adults 	<p>X</p> <p>X</p>	<p>X</p>	<p>Application form</p> <p>Application form</p> <p>Application form/interview</p>
<p>Experience</p> <ul style="list-style-type: none"> ○ Experience of working or volunteering in the charity/voluntary sector or public/private sectors in a community focused role ○ Previous experience of building good working relationships with a diverse range of people ○ Previous experience of managing/supporting volunteers 	<p>X</p> <p>X</p>	<p>X</p>	<p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p>
<p>Skills and Attributes</p> <p>Ability to:</p> <ul style="list-style-type: none"> ○ Motivate and influence others ○ Communicate effectively (verbal and in writing) ○ Prioritise workload, balancing competing demands ○ Make decisions within agreed parameters ○ Administration skills ○ Computer literate 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>		<p>Application form/interview</p> <p>Application form/exercise</p> <p>Application form/exercise</p> <p>Application form/exercise</p> <p>Application form</p> <p>Application form</p>
<p>Equality and Diversity</p> <p>Can demonstrate an awareness of the importance of equality and diversity</p>	<p>X</p>		<p>Application form/interview</p>
<p>Other Requirements</p> <ul style="list-style-type: none"> ○ Willingness to work flexibly ○ Full valid driving licence ○ Passed a DBS check as part of the recruitment process 	<p>X</p> <p>X</p>	<p>X</p>	<p>Interview</p> <p>Application form</p>

KCU INFORMATION AND APPLICATION GUIDANCE NOTES

About KCU and our services

KCU has been embedded in our community for almost 35 years. We remain committed to making a difference by helping people to reach their full potential and improve their quality of life, regardless of ability, disability or circumstance. A high proportion of KCU's customers remain users of some of our services whilst they go on to volunteering for the Charity. This is not just to improve their work, life and social skills, but also to reduce isolation, increase their networks and help integration within our community. The uniqueness of our approach is while individuals are themselves accessing support from our services, they also take pride in helping others in their community through volunteering or work experience in our projects and activities.

We provide a number of integrated services. These are:

Non-traditional food bank

The model adopted by KCU focuses on providing 'food with dignity'. People do not go to an identifiable food bank in their community. Food parcels are packed by volunteers and delivered by our volunteer drivers to authorised partner organisations and replenished on a weekly basis. This provides discreet access to food at the first point of contact while ensuring individuals receive support from partners to help them with issues that led to needing a food parcel in the first place. The food bank is affiliated to the Trussell Trust, which provides support and advice for food bank members nationally.

Affordable clothing, furniture and other household goods

Operating through two charity shops and a small storage warehouse, KCU provides affordable items for our local community. Some donated furniture and clothing are up-cycled through our Education and Learning Centre courses and sold in the shops. This is linked to a service level agreement grant with Kettering Borough Council for upcycling/recycling to prevent items being taken to landfill. The shops and warehouse are run by volunteers.

Inclusive Volunteering Project

This Project was established through funding from the Tudor Trust three years ago. It has recently received a further three years continuation funding from the Trust. The Project provides opportunities for people who without additional support, might not be offered volunteering or work experience elsewhere. Trained volunteer mentors/befrienders work alongside those with more complex needs to help them get the most out of their involvement with us. Mentor/befriender training is also offered to other organisations to help open up opportunities for people to supported volunteering/work experience elsewhere. The Project is supported by a multi-agency steering group and provides ongoing support and workshops to trained individuals from across agencies through the Kettering Mentor/Befriender Network.

Education and Learning Centre

KCU's 'non-institutionalised' Education and Learning Centre offers a wide range of life skills learning as well as vocational, educational and accredited courses. Our less formal setting attracts individuals who have opted out of education through not having had good learning experiences in the past. Courses and training are free to

those on low income/benefits, made possible through our partnerships with Northamptonshire County Council's Neighbourhood Learning Team and the WEA (Workers Education Association).

New Dignity in Crisis Project

We are delighted to have been awarded five years funding from the National Lottery Community Fund for this Project. The aim of the Project is to provide a delivery model that meets a gap in basic needs support which also respects people's dignity. By doing so, the Project will help people to engage with services earlier to address the causes that led to them needing such support in the first place. This Project is for anyone in the borough of Kettering facing temporary or on-going financial difficulties who are genuinely unable to pay for all basic needs such as food, clothing, essential household goods and furniture. The services to be delivered within this Project include:

- Maintaining and expanding our current food with dignity food bank model
- Build on our dignity approach to include the discreet provision of essential household packages, baby and young children items and clothes (all ages)
- Discreet outreach advice service (partnering with CASCK (Citizens Advice Service, Corby and Kettering))
- Holiday rangers summer club for young people in families identified as falling into 'food poverty' during school holidays. This is a partnership with Groundwork Northamptonshire through their Green Patch initiative

KCU job vacancies: guidance for applicants

The following points are provided as guidance to all potential job applicants to help them in their application:

- It is not KCU's policy to accept CV's. The application form within the recruitment packs will only be used to select candidates for interview. CV's will not be progressed. If CV's are submitted in addition to the form, only the form will be used to select candidates
- In completing the application form, you should pay particular attention to demonstrating your experience, knowledge and skills against the essential criteria shown in the person specification. The essential criteria acts as the filter to whether people are invited to interview or otherwise. Where there are more applicants meeting essential criteria than the recruitment process can accommodate, desirable criteria will be used as a further filter. Applicants might also wish therefore, to provide some information against the desirable criteria within their initial application
- Where indicated on the application form, applicants should not exceed the word limit or number of pages allowed for each question. If these are exceeded, any information provided beyond these limits will not be considered
- The purpose of the interview is to further explore information provided in the application form against the requirements of the job description and person specification. This is done through scoring all applicants against responses to questions/exercises during interview

We thank you all for applying for roles with KCU and whatever the outcome, wish you success in your future careers