

Job Description

Job Title:	Community Development Officer - Good Neighbour Scheme
Ref:	ACNPT/GNS/26
Location:	Alfred Street, Neath, SA11 1EH
Hours:	37.5 hours per week (Job share/part time considered)
Annual leave:	28 days plus statutory bank holidays
Salary:	Circa £28,800 p.a.
Term:	Initially funded until March 2027 (with opportunity for extension)

Age Connects Neath Port Talbot is a specialist organisation working with local people aged 50+ and vulnerable adults across the county borough. We are currently recruiting a Community Development Officer to lead the delivery and development of our Good Neighbour Scheme.

The Good Neighbour Scheme supports older people experiencing loneliness, isolation, poverty, digital exclusion and reduced access to local services. Through a combination of practical support, volunteering opportunities, community engagement and signposting, the scheme helps people remain independent, connected and active within their communities. The project does not provide any personal care.

We are looking for a dynamic, compassionate and motivated individual who can coordinate frontline services, support volunteers, build strong community partnerships and help ensure the long-term sustainability of the project.

Job Purpose:

To lead the development, coordination and delivery of the Good Neighbour Scheme across Neath Port Talbot, ensuring older people have access to practical support, social connection and community-based services that improve wellbeing, reduce isolation and promote independence.

The postholder will work closely with older people, volunteers, community groups and partner organisations to deliver project outcomes, raise awareness of the service and contribute towards its future sustainability.

Main Duties:

Consistent with the policy and direction of Age Connects Neath Port Talbot, as set out in the Staff Handbook and Personal Induction Pack.

Service Delivery

1. Deliver and coordinate the Good Neighbour Scheme.
2. Assess the needs of beneficiaries and develop appropriate support.
3. Provide practical support, information and signposting.
4. Ensure service users receive timely and appropriate support.
5. Promote independence, wellbeing and social inclusion

Volunteer Coordination

1. Recruit, support and motivate volunteers.
2. Provide induction, informal training and ongoing support.
3. Match volunteers to activities and service users.
4. Monitor volunteer involvement and recognise contributions.

Community Engagement and Development

1. Build relationships with local groups, organisations and stakeholders.
2. Promote the scheme through outreach activities, events and presentations.
3. Identify opportunities to expand and strengthen community support.
4. Develop referral pathways and partnership working arrangements.

Monitoring and Administration

1. Maintain accurate and confidential records using appropriate client management systems.
2. Ensure all client interactions, referrals, outcomes and project activities are recorded in a timely manner.
3. Monitor progress against project outputs, outcomes and key performance indicators.
4. Prepare information for reports required by funders, management and stakeholders.
5. Manage appointments, schedules and correspondence effectively.
6. Ensure all project documentation is completed accurately and in accordance with organisational requirements.

Quality Assurance

1. Ensure that services are delivered in accordance with Age Connects Neath Port Talbot policies and procedures.
2. Maintain high standards of professionalism, safeguarding and confidentiality.
3. Ensure compliance with relevant funding requirements and service standards.
4. Promote equality, diversity and inclusion in all aspects of service delivery.

Professional Development

1. Attend regular supervision meetings with the Line Manager.
2. Maintain awareness of issues affecting older people and communities.
3. Keep up to date with relevant issues and best practice, e.g. through research, attendance at meetings, courses and conferences, as authorised by the Senior Management Team

Any Other Duties

1. To be flexible with the range of duties undertaken to ensure the operational needs of the organisation can be met and carry out any other duties as required by the Chief Executive Officer.
2. To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR) 2018.
3. To comply with all Health and Safety requirements and safeguarding responsibilities.

General Requirements

1. Demonstrate commitment to the aims, values and objectives of Age Connects Neath Port Talbot.
2. Maintain confidentiality and professional boundaries at all times.
3. Treat all service users, colleagues, volunteers and partners with dignity and respect.
4. Promote equality, diversity and inclusion throughout service delivery.
5. Act as a positive ambassador for Age Connects Neath Port Talbot.

All employees are required to co-operate in order to achieve a pleasant, healthy and safe workplace. All employees have a responsibility to do everything they can to prevent injury to themselves, their fellow employees, and others likely to be affected by their actions or omissions at work.

Age Connects Neath Port Talbot is committed to safeguarding and promoting the welfare of older and vulnerable adults. The successful applicant will be expected to share this commitment and work in accordance with organisational safeguarding policies and procedures.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exclusive and duties may vary from time to time. This job description is subject to review.