

Person Specification: Community Development Officer, Good Neighbour Scheme

	ESSENTIAL	DESIRABLE
Education & Training	- Educated to A Level standard or equivalent relevant experience. - Commitment to ongoing training and professional development.	- Community Development qualification. - Health and Social Care qualification. - Volunteer Management training. - Relevant higher education qualification.
Experience	- Community development, engagement or outreach work. - Supporting older people, vulnerable adults or socially isolated individuals. - Working with and supporting volunteers. - Coordinating activities, projects or community programmes. - Administration and record keeping. - Monitoring outcomes and maintaining accurate records. - Managing a varied workload and competing priorities.	- Working within the Third Sector. - Project management. - Developing community-based initiatives. - Partnership and stakeholder engagement. - Marketing, publicity and social media promotion. - Conducting needs assessments. - Providing one-to-one support. - Collecting and reporting qualitative and quantitative data.
Skills and Attributes	- Excellent interpersonal and communication skills. - Ability to engage with older people and build trusting relationships. - Ability to motivate and support volunteers. - Strong organisational/time management skills. - Ability to work independently and in a team. - Effective problem-solving skills. - Ability to adapt activities and support to meet individual needs. - Good ICT skills including Microsoft Office and online systems. - Ability to maintain accurate and confidential records. - Ability to work proactively and use initiative.	- Partnership working. - Event planning and community engagement. - Fundraising or income generation experience. - Experience of developing new services or activities.
Values and Attitudes	- Commitment to supporting older people to live independently and maintain wellbeing. - Empathy and understanding of the challenges facing older people. - Commitment to equality, diversity and inclusion, safeguarding and confidentiality - Respect for dignity, choice and independence. - Reliable, honest and professional approach.	- Understanding of loneliness, social isolation and community resilience. - Interest in promoting healthy and active ageing.

	• Positive and flexible attitude to work. • Willingness to embrace change and innovation.	
Knowledge	• Understanding of issues affecting older people and local communities. • Understanding of community development principles. • Awareness of safeguarding, confidentiality and data protection requirements. • Understanding of the role of the voluntary and community sector.	• Knowledge of local support services and referral pathways. • Knowledge of welfare benefits and financial inclusion. • Knowledge of advocacy and signposting. • Understanding of loneliness, isolation and digital exclusion. • Knowledge of volunteering best practice.
Special Requirements	• Full UK driving licence and access to a vehicle for work purposes. • Ability to travel throughout Neath Port Talbot and some areas of Swansea.	• Ability to communicate through the Welsh Language

General Profile

The successful candidate will be a compassionate, organised and community-minded individual with a passion for improving the lives of older people. They will be able to build effective relationships with service users, volunteers and partners whilst ensuring the successful delivery and ongoing development of the Good Neighbour Scheme.

The postholder will demonstrate a commitment to the values and objectives of Age Connects Neath Port Talbot and contribute positively to the organisation's mission of improving the quality of life, independence and wellbeing of older and vulnerable people across the region.