Job Description

Job Title:	Community Inclusion & Engagement Worker with Casework – Crisis & Resilience Fund (CRF)
Location:	Riverside Resource Centre, Towcester and rural area
Reports to:	General Manager / CEO
Job Type:	25 - 30hrs Per Week
Closing Date:	7th December 2026
Salary:	£15.50 per hour
Project Summary:	The Crisis & Resilience Fund (CRF) provides an opportunity for SNVB to strengthen its existing community infrastructure and develop the Riverside Community Hub in Towcester into an accessible, welcoming and inclusive place where residents can access support, build connections and develop greater resilience. SNVB works across rural West Northamptonshire, delivering volunteering opportunities, community development and social action projects that help residents overcome barriers, reduce isolation and improve their wellbeing. Through CRF investment, SNVB aims to increase community engagement, strengthen volunteer involvement and ensure that residents experiencing financial hardship, disadvantage or social exclusion can access the support and opportunities available through the Hub and its partners.

Job Summary:
The postholder will be responsible for developing community engagement, identifying and reducing barriers to participation, supporting volunteer recruitment and retention, and encouraging residents to become actively involved in community activities and opportunities. This may be achieved by running peer support groups, completing an accessibility study and running workshops to promote financial resilience. A key part of the role will be ensuring that people experiencing financial hardship, social isolation, disability, digital exclusion or other forms of disadvantage are aware of and able to access the support available through SNVB and its partners. Working closely with the Community Connect Caseworker, Hub Coordinator, volunteers and partner organisations, the postholder will help identify residents who may otherwise remain disconnected from support and create welcoming opportunities for them to engage. This role will also involve some casework offering support to individuals and families experiencing hardship or other challenging circumstances. The postholder will provide personalised, person-centred casework, helping residents identify their needs, understand their options and access the appropriate support.

Job Requirements:
Community engagement and outreach: Develop and deliver inclusive community activities that encourage residents to access and participate in the Riverside Community Hub and SNVB's wider social action projects. Undertake outreach across Towcester and surrounding South

Northamptonshire villages, particularly engaging with individuals and communities experiencing isolation, disadvantage or barriers to accessing support.

Promoting inclusion and accessibility: Promote the Hub as a welcoming, inclusive and accessible community space. Undertake an accessibility audit of the Hub and relevant activities, identify barriers to participation and make recommendations to improve physical access, facilities, communication and inclusion.

Building community partnerships: Develop and maintain positive relationships with local community groups, voluntary organisations, schools, businesses and partners, including Towcester Foodbank, Community Law Service, SNVB Community Larder and Renew Wellbeing, to raise awareness of services and strengthen community connections.

Supporting community participation: Work alongside the Community Connect Caseworkers to identify residents who would benefit from additional support, social activities, volunteering or opportunities to develop confidence, independence and social connections. Encourage progression from immediate practical support into wider community participation.

Reducing barriers to participation: Identify and address barriers to community engagement and volunteering, including accessibility, confidence, transport and digital exclusion. Develop opportunities to involve new and underrepresented groups, ensuring activities are inclusive and accessible to all.

Promoting activities and opportunities: Support the development and promotion of Hub activities, community events, volunteering opportunities and wider engagement initiatives to encourage greater community involvement.

Monitoring and evaluation: Maintain accurate records of community engagement, volunteer recruitment, participation and retention. Monitor and report on community reach, engagement levels and outcomes, identifying gaps and opportunities for improvement. Collect monitoring and evaluation information required by the Crisis & Resilience Fund and contribute to reports and case studies demonstrating the impact of the role.

Caseload management: Manage a small caseload, maintaining appropriate records and supporting residents to access relevant services, activities and opportunities.

Teamwork and continuous improvement: Work collaboratively with the wider SNVB team to develop and improve the Riverside Community Hub and its services, promoting equality, diversity and inclusion and ensuring all residents and volunteers are treated with dignity and respect.

Role Specifications:

Essential Criteria

Communication and Interpersonal Skills

- Excellent written and verbal communication skills, with the ability to build positive relationships with residents, volunteers, community groups and external agencies.
- Ability to engage, encourage and motivate individuals to participate in community activities and volunteering opportunities.

- Approachable, empathetic and non-judgemental, with the ability to work sensitively with people from diverse backgrounds and circumstances.

Community Engagement and Inclusion Skills

- Understanding of community engagement, inclusion and the importance of social connection and volunteering in improving individual and community wellbeing.
- Ability to identify barriers to participation and develop practical approaches to improve accessibility and reach underrepresented groups.
- Ability to organise and support community activities, events, outreach and engagement initiatives.
- Understanding of equality, diversity and inclusion and a commitment to ensuring opportunities are accessible to all.
- Ability to gather feedback, monitor engagement and use information to identify gaps and improve services and activities.

Organisational and Personal Qualities

- Strong commitment to the mission and values of South Northants Volunteer Bureau, with enthusiasm for community development and improving opportunities for local residents.
- Proactive, positive and self-motivated, with the ability to work independently and as part of a team.
- Good organisational and time management skills, with the ability to manage competing priorities, maintain accurate records and work towards agreed objectives.
- Flexible and adaptable approach to changing community needs and priorities.
- Ability to promote SNVB, the Riverside Community Hub and its activities positively within the local community.
- Commitment to confidentiality and adherence to SNVB's policies and procedures.
- Willingness to work flexibly, including occasional evenings and weekends where required.

Desirable Criteria

Knowledge and Understanding

- Understanding of community development, community engagement and volunteering approaches.
- Knowledge of the voluntary, community and social enterprise (VCSE) sector and local voluntary, community and statutory services across West Northamptonshire.
- Understanding of the challenges faced by people experiencing poverty, social isolation, disability and other forms of disadvantage.
- Awareness of barriers to accessing services and opportunities, including physical accessibility, transport, digital exclusion and lack of confidence.
- Understanding of how volunteering and social connection can support mental health, wellbeing and community resilience.

Experience

- Experience in a community engagement, inclusion, volunteering, outreach or similar role.
- Experience recruiting, supporting or coordinating volunteers.
- Experience organising community activities, events or engagement initiatives.

- Experience working with people from diverse backgrounds, particularly those experiencing isolation, disadvantage or barriers to accessing services.
- Experience building relationships with community groups, voluntary organisations and partner agencies.
- Experience identifying barriers to participation and supporting improvements to accessibility and inclusion.
- Experience maintaining records, collecting monitoring information, reporting on engagement and gathering feedback to improve services.

Additional Requirements

- Willingness to undertake relevant training and professional development, including safeguarding, equality and diversity, accessibility and volunteer management.
- Enhanced DBS check, where required for the role.