

Community Outreach Worker Grangetown

About the job

As a Community Outreach Worker you will be helping the organisation better connect with the communities in which we work.

This may require working some hours, which are considered to be 'unsocial' such as evening meetings.

You will be building links with relevant local organisations and improving communication with current and potential beneficiaries.

You will be working closely with Grange Pavilion and Grangetown Hub, our partner organisations in Grangetown.

The duties will be tailored to the successful applicant's strengths, but could involve:

- Helping to build and maintain positive relationships with partner organisations, students, volunteers, and supporters.
- Communicating current activities and opportunities to communities using 'face-to-face' work, social media, our website and other forms of advertising
- Providing support to volunteers and staff, young people, and parents both within The Learning Clubs and Grange Pavilion.
- Undertaking any other reasonable duties as directed by line managers in accordance with the objectives of ACE Cardiff and Grange Pavilion.

What are we looking for?

We are looking for a candidate with good communication skills and a non-judgemental approach to people. Communication is a key part of the role, so strong English speaking and writing skills are important.

We can help the candidate to build up their networking skills where necessary, but they must be willing to speak with a range of people from different backgrounds and cultures.

<u>Essential skills</u>	<u>Desirable skills</u>
English speaker	Arabic, Somali, Bengali or Kurdish Sorani speakers
Good communication skills	Welsh speaker
Good interpersonal skills	IT experience
Willingness to work towards qualifications	Social media experience
Commitment to equal opportunities	Graphic design experience
Willingness to work as part of a team	Ability and confidence to work alone
	Have a knowledge of Grangetown area of Cardiff

Our company

ACE Cardiff works with children and adults to improve their quality of life through an appreciation of learning – whether that be through help with core skills of literacy and numeracy, improved communication skills or appreciation of reading, music and the arts.

We are a charity based in Butetown and working with the community in the Butetown and Grangetown areas. Our two projects are:

- The Learning Club which delivers several after-school learning sessions to children aged 7-11 with the aims of raising their confidence and broadening their horizons in terms of life opportunities. Sessions are delivered by a tutor and supported by volunteers who help to create a positive learning environment where children are encouraged to gain knowledge through experimenting and learning from mistakes.
- ACE ESOL where we deliver in person and online beginner and improvement sessions for adults learners of English. Sessions are delivered by trained tutors to help participants to improve their English and as a result, improve their ability to interact with key services in their community such as medical and legal advice. Some of our sessions have a crèche allowing mothers of young children to attend.

What will we offer the applicant?

The charity has a friendly and supportive atmosphere where the applicant will be encouraged to grow as an employee and person during their time with us. As a small charity we can offer a much more personal experience than the hierarchy of a larger organisation meaning more opportunity to develop their voice and personal skills.

The applicant will be expected to create a Personal Learning Account with Cardiff and Vale College. This will enable them to enrol on one or more courses that will help them to develop their skills and work towards career goals during their time with us.

The day to day role will allow appointees to work alongside current part-time staff who will be working a similar number of hours during the week and who will be able to demonstrate good habits of attendance and timekeeping, offering support and advice where needed.

They will also be involved in staff and external meetings and given the opportunity to influence decision making processes. The different methods of work will also allow different communication skills to develop e.g., spoken communication in the office and text and video-based communication when working from home.

Our Chairman was a teacher, FE lecturer and an employment Trainer prior to his retirement. He has a variety of employment support training packages at his disposal, including:

- CV writing
- Personal Development
- Interview training (including video mock interviews)

The charity trustees number amongst their ranks a variety of senior posts and will give appointees advice regarding the differences in approach needed with commercial and public sector employment.

How to apply

Applicants should provide a current CV (including name, address, phone number and email address) and covering letter which should be sent to john.lomond@acecardiff.org.uk.

Successful candidates' employment will be subject to the results of a DBS check as the role involves working regularly with children at our learning clubs.