

Job Description

Post: Community Facilitator

Department: Residents Service Group

Terms and Conditions: These positions are for volunteers and therefore are not subject to a salary. Volunteers will, however, be reimbursed for out-of-pocket expenses as detailed in the volunteer policy & procedures.

Background: Ascham Homes is committed to involving all parts of the community in the provision of our housing services. Currently there is an under-representation of black and minority ethnic people coming forward to be members of tenant/resident associations or to participate in other ways. In order to try to increase communication between black and minority ethnic communities, tenants and Ascham Homes, we are piloting this new initiative as the Volunteer Community Facilitators project. The projects aim is to promote two-way communication between black and minority ethnic communities and/or individuals and Ascham Homes.

Duration: Depending on the project. However, this should be no more than one year.

Objective: *To seek comments, views and information from black and minority ethnic groups and report back to Ascham Homes.*

Project activities:

- To help arrange and publicise small community meetings to allow people to come together and discuss issues relating to the services provided by Ascham Homes.
- Encourage people to attend Ascham Homes resident involvement schemes.
- Facilitate community meetings.
- Write up the outcomes from community meetings and brief the Community Development Officer at Ascham Homes on required action to improve services.
- Let people who were at the meeting know what happened as a result of their comments and questions being passed onto Ascham Homes.
- Encourage people who attended to ask other Ascham Homes residents who may be friends, family and neighbours to attend future meetings.

Objective: *Support black and minority ethnic people to set up local Tenant/Resident Associations or to support their active participation in ones already formed.*

Project Activities

- Let people know if a tenant/resident association is active in their area, advising them of when and where meetings are held.
- Encourage people to attend, letting them know about the benefits of attending.
- Support people to attend initial meetings if needed.
- Advise Ascham Homes of any problems leading to people in local communities not being able to attend or not made welcome at tenant/resident association meetings.
- Advise on how to set up a new tenant/resident association, if they wish.
- Encourage and support people in the early stages of setting up a new tenant/resident association.

Objective: *To let black and minority ethnic groups and individuals know about what is happening within Ascham Homes.*

Project activities

- Arrange for Ascham Homes Community Development Officer or others to come and speak to community groups to let them know what is happening in the organisation and how individuals and groups can become more involved.
- Support people in the community to access Ascham Homes services by suggesting whom they should contact and helping them make contact, if needed.
- Support people to raise individual or group issues or complaints with Ascham Homes, for instance, helping with forms, letters and telephone calls, if needed.

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Responsible to: Head of Policy
Prepared: May 2010