

## Job description

<b>Job title</b>	Community Development Facilitator, Head Room Café
<b>Contract</b>	Permanent
<b>Hours</b>	37.5 per week (including evenings and Sundays)
<b>Salary</b>	£22,516 - £26,050.56 Depending on experience
<b>Service setting</b>	Head Room Café (Including Golders Green and Mill Hill locations as well as our Mobile Coffee Truck, Head Room To Go, which travels around North London)

### Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness and distress in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse set of highly professional mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

## Job purpose

Head Room Cafe is Jami's social enterprise and a community hub, providing a space for mutual support and open conversations about mental health. We take mental health support out of an institutional context and onto the high street. We aim to expand the conversation from individualised wellbeing towards a focus on solidarity and mutual support in community. The café has developed a peer-led programme that offers opportunities for people to be part of an inclusive community, in a relaxed and fun environment.

We are looking to recruit a Community Development Facilitator to help develop and deliver our growing provision in collaboration with the rest of the cafe team and other stakeholders. This is an exciting role for someone with experience in community organising and group facilitation who enjoys working independently and is proactive in initiating new projects and following them through.

This is an opportunity to play an important role in our diverse and creative community. The community at Head Room Café is welcoming, warm and is made up of people with a wide range of worldviews, mental health experiences, ways of communicating, who might not otherwise have met each other. The role is predominantly made up of working directly with community and will suit best someone who thrives on building connections, having conversations and cultivating relationships. As the first point of contact a big part of your role is to make people feel welcome, respected and listened to as well as proactively making the space more inclusive. You will also mentor people from the community who are interested in getting more involved in programme development, initiating projects or volunteering at the cafe.

The role includes working several evenings a week and a Saturday or Sunday several times a month from our Golders Green or Mill Hill locations. This is an essential part of the work as there is a strong need for groups during these times however there is flexibility around which specific evenings or weekend days you want to work. Additionally, this role includes going out with Head Room to Go (mobile café float) and representing the café at community partner events.

## Responsibilities

1. Draw on Intentional Peer Support Tasks and Principals and/or lived experience when building relationships, facilitating groups and service development. Training will be provided.
2. Develop, facilitate and co-facilitate groups and events at the café-with the Community Development team and volunteers.
3. Be present in Head Room Café and first point of contact for the café, engaging with community members in-person and by responding to queries

made through email, phone and social media. Providing information about Jami, Head Room Café and signposting.

4. Identify and cultivate relationships with relevant communities to raise awareness of the community programme and build good working partnerships.
5. Work in collaboration with the community development coordinator to implement monitoring and evaluation plan across all activities.
6. Working closely with Fundraising and Marketing Team to utilize social media and other communication tools to maximize the café's reach and engagement. Raise awareness of café news, activities and values through documentation of activities and contributions to the newsletter.
7. Provide regular reports and case studies as required.
8. Linking in with the other Jami services to support service users to access the café.
9. Build partnerships and collaborate with other organizations and ensure that people at the café who would like support are signposted to Jami and/or external health and social care organizations (voluntary and statutory).
10. Ensure confidentiality of the service and that the service users are respected at all times.
11. Maintain own personal development and keep up to date with current knowledge and health and social care agenda through reading, attending study days, conferences and meetings as appropriate.
12. Work within Health and Safety guidelines, and other relevant policies and procedures with particular reference to the Lone Worker Policy, individual risk assessments, safeguarding adults and children and incident reporting.
13. Compliance with the Equality Act, and Health and Safety legislation.
14. Attend regular supervision with named supervisor and group supervision.
15. Participate in the organisation's appraisal process.
16. Ensure that all activities are operated in a way which is consistent with the values of Head Room Café and Jami.
17. Carry out any other reasonable duties as requested by your line manager or another designated senior manager.

### **Key relationships**

- Work closely with Head Room Café staff and Community Development Team, volunteers and existing café community to cultivate and develop the programme
- Work closely with Head Room Café Community Development Team and Marketing Team to increase awareness of the community programme
- Build relationships and work closely with all Jami services and support people struggling with their mental health to access the café community
- Attend meetings, workshops and conferences of relevance to the Head Room Café provision

## Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>Peer Support training or willingness to undertake Peer Support training.</li> </ul>	<ul style="list-style-type: none"> <li>Facilitation training</li> <li>Other relevant health and social care training</li> </ul>

## Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>Minimum 3 years experience working in community development, health and social care or similar.</li> <li>2+ years group facilitation experience, including design, delivery and evaluation.</li> <li>Experience and strong skills in community organizing and outreach.</li> <li>Initiating and building partnerships with different organizations and stakeholders</li> <li>Ability and experience in working independently and taking initiative</li> <li>Proactive and ability to problem solve and adapt to situations.</li> <li>Knowledge and commitment to equal opportunities and creating an inclusive environment</li> <li>Ability and experience in responding to challenging situations and people in distress.</li> <li>Experience in managing harmful risk and knowledge of safeguarding.</li> </ul>	<ul style="list-style-type: none"> <li>Personal experience of using mental health services and/or mental health problems, distress or trauma.</li> <li>Programme design and development and/or event production.</li> <li>Community outreach and engagement.</li> <li>Public speaking</li> <li>Supporting volunteers</li> <li>Using social media platforms to promote mental health awareness and mental health services</li> </ul>

<ul style="list-style-type: none"> <li>• Ability and experience in building meaningful relationships with people, in particular with people who experience distress and trauma</li> <li>• IT skills including Microsoft Word, Excel and PowerPoint.</li> </ul>	
--	--

### **Flexibility**

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

### **Disclosure of criminal background**

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

### **Equality and diversity**

Jami are proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

### **Confidentiality**

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorized person is a serious disciplinary offence.

**Closing date for applications:** Monday 19<sup>th</sup> September 2022

**Interviews:** 28 and 29 September – interviews will be online

**Start Date:** November, we have relevant training scheduled during this month.

For further details please contact **Osnat Ritter** [osnat.ritter@jamiuk.org](mailto:osnat.ritter@jamiuk.org)

To apply for the role, please send your CV and covering letter to [recruitment@jamiuk.org](mailto:recruitment@jamiuk.org).