



Recruitment Information Pack

December 2020

Creation Southwark CIC Recruitment Information Pack

Introduction

Thank you for your interest in working for the Creation Southwark CIC. This information pack has been prepared to assist people interested in applying for the advertised role in understanding the organisation, the role and the recruitment process and timetable. The Information Pack includes all the job descriptions for the role being advertised and an Equal Opportunities Monitoring Form. We believe the Information Pack is a key resource for applicants and would encourage all applicants to read it thoroughly to ensure that your application reflects the role you are applying for.

About Creation Southwark CIC

Creation Southwark CIC's vision is to help transform the Aylesbury Estate into a thriving neighbourhood through delivering social and economic change. The CIC was established in 2019 as a successor to the Creation Trust, itself a successor organisation to the former regeneration funded programme, Aylesbury New Deal for Communities (ANDC), which existed on the estate for 10 years. Housing association Notting Hill Genesis will be rebuilding the estate over the next 15-20 years.

Creation Southwark CIC has been set up as a legacy body to a registered charity, that worked on the Aylesbury estate for 13 years. The main work of the CIC is to support residents by:

- Maintaining communication links with the residents about the regeneration and maximising opportunities for them to engage in the process;
- Delivering services to adults to improve their life chances
- Supporting vulnerable residents in crisis and in the active phases of the regeneration; and
- Enabling residents to understand and respond to the impact that the welfare reforms will have on them.

Creation Southwark CIC is a company limited by guarantee and registered with the Community Interest Company Regulator.

About the Aylesbury Estate

The Aylesbury Estate in Southwark is one of the most well-known and deprived housing estates in London. Constructed between 1966 and 1977 following large scale slum clearance, the estate at its peak was home to over 7,500 people of whom 75% are from a black or minority ethnic group. The estate is home to several schools, offices, community buildings and some shops. It lies immediately north of Burgess Park – one of the largest parks in central London, and south east of Elephant and Castle. Currently undergoing a full regeneration, meaning every home is due to be demolished, the estate has a mix of secure council tenants, leaseholders, private renters and people with temporary tenancies.

Our current work

Creation Southwark CIC & our parent company The Creation Trust, run a number of projects to benefit residents on the Aylesbury estate. Between us we fund activities for younger residents, our employment programme SE17Working helps residents to find jobs and we also have a dedicated casework programme, Resident Support, that assists some of the most vulnerable and isolated residents on the estate.

Tackling Unemployment

SE17Working is a programme that helps local people to find employment and aims to remove barriers that are preventing them from getting a job, these might be language problems, childcare issues or physical or mental health issues. We support people with CV writing, job searching, interview techniques and helping people to stay in work once they have found a job.

We also run a number of small intense projects throughout the year and these are particularly useful for anyone who has been out of work for a while, or perhaps has never worked.

Giraffe House & Young People

Our parent organisation funds Burgess Sports to deliver an after-school coaching and fun physical activities and their holiday programmes benefit nearly 100 families every session. We work closely with their family worker who shares a caseload of 50 families in temporary accommodation on the Aylesbury estate.

Supporting Vulnerable Residents

Creation Southwark CIC's Resident Support Programme offers in-depth one to one support to the most vulnerable residents on the estate. Vulnerable can mean anything from older people, people with disabilities, mental health issues, or those with complex family arrangements. We are able to support people through the regeneration process and make sure they find housing that suits their needs. We have recently increased the service to include residents who are in temporary accommodation & those who have been impacted by the Covid-19.

Older People

We are very keen to ensure that older people on the estate feel supported in our community. We work very closely with local partners such as AgeUK Lewisham and Southwark, South London Cares, SilverFit & Pembroke House Lunch club, to make sure that Aylesbury estate residents are able to access all their services.

Community

We have a number of projects aimed at informing and engaging residents on the estate. These include, events, publications and the Community Team. The Community team is a group of Aylesbury Estate residents employed on an occasional basis, to assist with outreach, events, research, and to help inform residents about the regeneration process.

We have also carried out a number of creative projects to help people get involved in their local area and to make a visual impact. These include a film, art and creative writing projects.

About the Roles

We have funding for 12 months to recruit for the following role:

The post holders will be joining a small staff team based on and around the Aylesbury Estate, SE17.

- Resident Caseworker –1-year contract
salary £18/hour, part time (21 hours per week)

Resident Caseworker

JOB DESCRIPTION

Post: Resident Caseworker
Reports to: Communications and Engagement manager
Responsible for: n/a
Pay range: £18/hour, being £32,760 pro rata, actual £19,656
Pension – Creation Southwark CIC have a pension scheme and match your contribution up to 6% of your total salary.
Hours: Part time/21 hours per week, 3 days
Holiday: 5 weeks (15 days) plus bank holidays
Contract Duration: 12 months

Main Purpose of Job

- To promote the wellbeing of residents i.e. residents in temporary accommodation, older persons, families and youths and to identify and respond to their support needs.
- To work effectively with partners and multi-agency networks to promote and provide effective support to residents.
- To ensure that people on the estate are informed about aspects of the regeneration programme and targeted assistance available to them.
- To provide casework support to residents affected by the regeneration and changes in legislation.

Key Accountabilities

1. Disseminating information to people about the regeneration of the estate and how to respond to issues that impact upon them due to the regeneration or social, economic or health issues.
2. Supporting the collection and maintenance of information on residents in line with data protection and safeguarding requirements.
3. Promoting and marketing activities and support services to residents including referral to services provided by colleagues as appropriate.
4. Ensuring that appropriate systems are in place to safeguard the health and safety of residents and employees.
5. Developing and delivering activities to increase the engagement of vulnerable residents in community events and services. Including supporting with programme outreach.
6. Supporting staff, contractors and volunteers as appropriate to contribute to the successful development and delivery of the company objectives.

7. Developing effective of partnerships with other agencies, community groups and stakeholders to enable the provision of information, guidance, advice and access to wider opportunities to residents around reducing worklessness, improving health, well-being and educational attainment.
8. Maintaining up to date knowledge on policy issues affecting residents in social housing.
9. Representing the company with external bodies as required and promoting the Trust internally and externally, developing a positive external image.
10. Undertaking any other duties commensurate with the role that may be necessary to meet business needs. This may include attending evening meetings from time to time.

Appointment will be subject to satisfactory pre-employment checks including an enhanced DBS check.

PERSON SPECIFICATION – RESIDENT CASEWORKER

Knowledge and Experience	Assessment Method
Essential - Previous relevant experience of providing services to vulnerable people.	Application/Interview
Desirable - Experience of Estate regeneration programmes and an understanding of the issues affecting vulnerable people	Application/Interview
Essential - Demonstrable knowledge and experience of casework including some understanding of the benefits system	Application/Interview/Assessment
Skills	
Essential - Organising and planning skills with the ability to handle a busy workload and manage conflicting priorities	Application/Interview
Essential - Good communication skills with the ability use a range of communication tools with a wide audience	Application/Assessment
Essential - Good interpersonal skills with the ability to manage conflict and to form and maintain good working relationships at all levels internally and externally. With a non-judgmental attitude.	Interview
Essential - Sound level of IT proficiency including knowledge of Microsoft products	Application

Essential - Results orientated with the ability to solve problems and make analytical judgements and decisions in the context of organisational issues and the housing legislative framework	Application/Interview/ Assessment
Personal Qualities	
Essential - Committed to the values of the Trust including understanding equality of opportunity and valuing diversity	Application/Interview
Essential - Enthusiastic, flexible and reliable	Interview
Essential - Political astuteness with the commitment and ability to understand diverse interests and the dynamics between them	Interview
Essential - Empowers and works collaboratively, facilitating other contributions, and being committed to working with others to achieve results.	Interview

Knowledge and Experience	Assessment Method
Essential - Comprehensive up to date knowledge of welfare rights and benefits issues, with experience of providing advice and information to others.	Application/Interview
Essential - Experience of providing debt management and basic budgeting advice.	Application/Interview
Essential - Experience of work related to providing services and support to socially or financially excluded communities.	Application/Interview
Desirable - Relevant qualification in welfare and benefits rights or debt management	Application
Skills	
Essential - Organising and planning skills with the ability to handle a busy workload, and manage conflicting priorities	Application/Interview
Essential - Good communication skills with the ability use a range of communication tools with a wide audience	Application/Assessment
Essential - Good interpersonal skills with the ability to form and maintain good working relationships at all levels internally and externally	Interview

Essential - Sound level of IT proficiency including knowledge of Microsoft products with the ability to carry our administrative tasks to a high level of accuracy and quality	Application
Essential - Results orientated with the ability to solve problems and make analytical judgements and decisions in the context of organisational issues and the welfare benefits framework	Application/Interview/ Assessment
Personal Qualities	
Essential - Committed to the values of the company including understanding equality of opportunity and valuing diversity	Application/Interview
Essential - Enthusiastic, flexible and reliable	Interview
Essential -Political astuteness with the commitment and ability to understand diverse interests and the dynamics between them	Interview
Empowers and works collaboratively, facilitating other contributions, and being committed to working with others to achieve results.	Interview

If you would like to apply for this post, please submit your CV and a supporting statement of no more than 2 sides of A4 in length outlining how you meet the Knowledge and Experience; Skills; and Personal Qualities of the Person Specification.

Please send your CV & supporting statement in a word document format so we can anonymise for shortlisting purposes, with the subject **RESIDENT CASEWORKER** to info@creationtrust.org
PLEASE DO NOT SEND PDFs.

Please also complete the Equalities Monitoring.

Application Deadline: 12 Noon Monday 4th January 2020