

JOB DESCRIPTION

Post:	Project Support Worker
Salary:	£17,290 per annum (pro rata)
Hours of Work:	14 hours per week
Annual leave:	37 days per annum (pro-rata)
Responsible to:	CRF Project Manager
Base Location:	FEAT Head Office, Silverburn Park, Leven
Funder:	UK Government Community Renewal Fund (CRF) Department for Levelling Up, Housing & Communities

Aims of FEAT & FEAT Trading CIC

To deliver individualised and group employment advice, support, training and assistance to people who have experienced mental health problems or are at risk of developing mental health problems.

To work closely with employers, other agencies and the general public to increase understanding of mental health and create opportunities for people with mental health problems to fully engage in communities.

Feat's mission is to enable and support individuals to flourish, to reach their full positive mental well-being in a culture where there is no stigma.

To regenerate Silverburn Park in Leven with a combination of commercial and community activities and donate a percentage of any surpluses into the charity on an annual basis.

Job Summary

As the Project Support Worker, you will provide administrative and secretarial support to staff and consultants in the CRF team. The overarching master-planning for the park will be conducted by external professional consultants, building on work already undertaken as part of the focused National Lottery Heritage Fund supported Flax Mill Project, but extending their engagement and input to inform developments and an integrated programme of works, community connectivity and place-making across the full 27-acres of the Silverburn site.

The key areas of the overall programme are:

- Finalising the Master Plan for the Park's ongoing regeneration and maintenance, including refreshed Conservation Management Plan and Urban Woodland Management Plan

- Delivering activities which will help implement these Plans, supported by individual and group volunteers, peer supporters, local community members and partnership organisations
- Volunteer progression and development into employment, within Silverburn and more widely
- Developing a more structured programme of skills-building and training to further enable and empower volunteers, including developing a portfolio of qualifications
- Formal evaluation and recommendations for future roll-out to benefit FEAT clients and the community

You will establish and maintain service delivery management systems and procedures including volunteer assessment paperwork. You will input data onto CRM systems and other databases. Some experience in the FORT system would be an advantage. You will assist with compliance by way of regular audits.

You will manage the administration relating to CRF and liaise with staff to ensure efficient and effective delivery including diary/room/Zoom/Teams bookings, letters, emails, registrations and completing certificates. You will assist with administration relating to SQA policies, procedures, database and certificates.

You will provide clerical support to project staff and consultants including word processing, database management and maintenance of spreadsheets as well as retrieval of data for funders and audit purposes.

You will prepare and distribute reports, leaflets and newsletters, take and distribute minutes at meetings as required and will undertake other miscellaneous duties as required by the Project Manager. You will be required to work with minimum supervision.

Key Result Areas

- Manage all aspects of administration and clerical support within CRF
- Answer the telephone, respond to written and email enquiries
- Book and prepare rooms for meetings, and take and distribute minutes
- Provide excellent customer service to staff and volunteers
- To gather data enabling leads to report on the CRF outcomes as stated in the funding bid
- Assist in data gathering for evaluation of reports in relation to established goals
- To effectively allocate, review and use FEAT resources

Training & Development

- To undertake mandatory and statutory training as required by FEAT
- To continually review and reflect on own practice and to keep up to date with current research on pertinent areas relevant to the role
- To maintain professional registration (where appropriate) and maintain CPD as required
- To contribute and commit to undertaking an annual development/review appraisal

General

- This is not an exhaustive list of duties and responsibilities, and the post-holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Project Manager, consultants and management team
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post-holder
- The post-holder is expected to comply with all relevant FEAT policies, procedures and guidelines including those relating to Equal Opportunities and Confidentiality of Information
- The post-holder is responsible for ensuring that the work they undertake is conducted in a manner which is safe to themselves and others and for adhering to the advice and instructions on Health and Safety matters given by manager(s). If post-holders consider that a hazard to Health and Safety exists, it is their responsibility to report this to their manager(s)
- The post-holder is expected to comply with the appropriate Code(s) of Conduct and Statement of Agreed Ethical Standards and Professional Conduct associated with this post

PERSON SPECIFICATION

Project Support Worker

	ESSENTIAL	DESIRABLE
Training & Qualifications	<ul style="list-style-type: none"> • Experience of administration & clerical work (minimum 2 years) • Willingness to undertake required training and further develop self 	<ul style="list-style-type: none"> • Qualification in administration
Experience Knowledge & skills	<ul style="list-style-type: none"> • Mental health awareness • Ability to work as part of a team and independently • Ability to respect confidentiality • Competent with correspondence, emails, letters, Zoom, Teams including scheduling and minute taking • IT literate, competent with Microsoft suite • Attention to detail, accurate data input 	
Personal Characteristics	<ul style="list-style-type: none"> • Approachable • Effective communicator across all grades of staff • An interest in, and empathy with, mental health illness and employability 	<ul style="list-style-type: none"> • Sense of humour • Natural problem-solver
Other	<ul style="list-style-type: none"> • A preparedness to work flexible hours though prior arrangement as the needs of the job dictates • Experience of partnership working • Organised, a self-starter • Share Feat's philosophy and values • Committed to equal opportunity for all 	

JD written by & version	W Barbour, V1	Date: July 2021
JD amended by & version		Date:
JD agreed by manager: current version in use -		Date: