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| **QCHA_Final Logo** | **Job Description, Person Specification, and Key Dimensions**  |

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| Job Title: | Community and Growing Spaces Development Worker |
| Department: | Property, Enterprise & Regeneration | Grade: | 5 |
| Section: | Social Regeneration | Date reviewed: | 16/12/24 |
| Reporting To: | Social Regeneration Manager |

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| Purpose of Job |
| To play a key role in the association’s Social Regeneration Team, helping the team deliver their departmental action plan which is linked to the Associations Business Plan.As part of our Social Regeneration Team, community engagement is a core component of preventative community activity that has a positive impact on health and wellbeing. The purpose of this role is to support local community members to maximise their engagement with our community gardens and growing spaces including allotments. The job will involve engaging with the local community, providing horticultural support at gardening sessions and helping with the upkeep of the associations growing spaces. The role will involve managing the effective use of a newly created allotment site in Woodside, including managing the waiting list and being the main point of contact for allotment holders. The role will also involve allocating raised beds at Woodside garden and coordinating effective use of community raised beds at all garden sites. The post holder will develop and deliver growing themed activities through a combination of direct delivery and partnership working. The post will also involve identifying, accessing funding opportunities to support this work, with the assistance of the Social Regeneration Manager. The post holder is responsible for the association’s community growing spaces, ensuring community growers are supported and that arrangements are in place to keep growing spaces well used and well maintained. This work involves co-ordinating community members, helping residents to engage meaningfully with these spaces.The post holder will work within the context of the Associations business plan: developing and delivering activities that contribute directly to 5 key strategic priorities of the association, including promoting tenants and residents to take positive steps to improve their health and wellbeing. This coordinator role will involve using a “Community Development” approach, working to empower local people to pursue the opportunities and activities that interest them. This will involve working to build confidence, knowledge and skills within our communities, as well as contributing to the creation of desirable neighbourhoods within the Queens Cross Areas. The role also involves creating community learning opportunities such as healthy eating courses, learning about growing and horticulture and support to Queens Cross youth projects as required. The role also involves playing a key role in working with the team to plan and running community events. All activities must be taken with careful and due consideration of managing risk. The post holder must liaise and provide support to sessional staff, external service providers and keep records of sessions and remain in control of spending associated with both internally and externally funded projects. Capturing data and sharing success with the SRM is key to measuring impact and illustrating progress against business plan objectives.  |
| Context & Scope |
| Queens Cross Housing Association has a strong and well-established tradition of promoting social regeneration using a community development approach to community engagement, tenant engagement and empowerment. As a community based housing association Queens Cross has at its core a community development focus. The Social Regeneration Team supports a range of project-based work, and has developed community development programmes through these projects, with the common aim being to broaden the horizons for our tenants and enhance the potential and quality of life of individuals in the community. These programmes focus on work with often vulnerable people, young and older people, families and a diverse range of people from multi-cultural backgrounds, single parents, people with disabilities and those with low income as a consequence of unemployment and poverty. While supporting the development of these programmes, the Community Growing Development Worker will lead on the specific area of Growing Spaces and a general contribution to health & wellbeing whilst also being a key member of the social regeneration team: whose work includes digital inclusion, youth work, engaging with minority groups and supporting regeneration projects delivered by the association. The post-holder will be expected to apply a community development approach to their work and projects will be subject to change in accordance with the communities needs informed by the Association’s “Getting To Know You” survey (GTKY), Tenant Satisfaction Surveys, Business Planning and other available research data. Growing spaces will also be developed and maintained in accordance with the Keep Scotland Beautiful “Its Your Neighbourhood” scheme and also Glasgow City Council’s community growing strategy. The post holder will be expected to represent the organisation in dealings with partner organisations, seek funding for relevant community-based projects, promote local opportunities using physical and digital means and report back to the social regeneration manager and our funders to demonstrate compliance as required. |
| Major Tasks & Job Activities  |
| Service Provision* To act as first point of contact for growing space enquiries, assessing need and scope of potential projects and maintain a database of key contacts.
* To promote the allotment spaces and manage and administrate the waiting list, including inducting new growers to the space.
* To deliver a programme of supported growing activities in the community.
* To involve people and communities in learning and experimenting with growing fruit and vegetables.
* Co-ordinate and manage contracted specialists, sessional staff and volunteers involved in supporting growing spaces and health and wellbeing related activities.
* Develop and implement a programme for QCHA Growing Spaces which aims to include tenants and residents in the project, break down barriers by effectively engaging with individuals, groups and partner organisations.
* To ensure the growing spaces are well maintained.
* To set up projects and monitor performance, ensuring that all parties are clear about their role and the expectations of others in delivering project outputs and outcomes.
* To coordinate, manage and deliver various community capacity building initiatives and activities for groups and volunteers enabling them to become practically involved in their community.
* To plan and deliver community based learning sessions – which involves managing resources and carrying out risk assessments.
* To engage with and develop effective professional relationships with internal and external customers, partners, potential partners and consultants, creating opportunities to develop joint projects and new working partnerships, linked to identified projects.
* To assist and support the work with partners in a wide range of activities.
* To identify the training needs of growing groups and community members and signpost to relevant training whilst providing informal mentoring, helping them to organise and deliver projects with increasing independence.
* Prioritise workload and show initiative to ensure deadlines are met and tasks are carried out effectively.
* To ensure safety of participants and be aware of child protection issues in practice.
* Keep records of sessions and escalate any issues of concern as appropriate.
* To safeguard the association’s community facilities during the provision of community based sessions and activities.
* To support any active growers associations in Queens Cross Housing Association’s area of operation on matters related to developing their growing spaces and health & wellbeing activities.
* Play a key role in planning and delivering community events working with the social regeneration team: e.g. seasonal events, food for thought events, sponsored walk event etc.

People Management* Provide support and guidance to sessional staff, growers groups and volunteers involved in Growing Spaces sessions and community groups.
* Act as point of contact for the community gardeners.
* Provision of ad hoc advice and good practice guidance to staff on community development principles and practice; promoting the added value and advantages of community development across the Association.

Performance Management* Produce qualitative and quantitative evidence to measure and evidence participation and outcomes resulting from growing spaces project activities.
* Report progress to the Social Regeneration Manager and provide any monitoring data required by funders for specific projects.
* Develop and implement relevant quality procedures to ensure that Queens Cross tenants receive the highest quality service.
* Ensure monitoring, evaluation forms and reports are completed according to deadline as required by the Association, funding agencies and partners.
* Effectively monitor and evaluate the social impact of growing spaces related activities

Planning & Organising* Ensure implementation of the relevant sections of the Social Regeneration departmental action plan and review and adapt as appropriate.
* Ensure activities are in place to correspond with the growing season which also compliment the health and wellbeing agenda, whilst also meeting peoples’ needs.
* Identify any gaps in current provision and develop creative ways to meet that need and encourage participation.
* Develop and maintain policies and procedures relevant to Queens Cross growing spaces.
* Record registration, contact details of growers / visiting voluntary groups.
* Maintain an inventory of all equipment and implement secure procedures for usage and return of items regarding the Growing Spaces project.
* Take into account needs based evidence to inform planning from internal surveys – e.g. Getting to Know You (QCHS social research) and other surveys. In addition, take account of findings from outside agencies – e.g. NHS, Royal Horticultural Society and other examples of best practice.
* Carry out risk assessments of activities.

Value for Money* Seek out opportunities for provision of services via funding and / or partnerships with relevant agencies and in-kind service delivery.
* Work with the Social Regeneration Manager to identify potential community benefit contributions from contractors.
* Keep up-to-date with reputable service providers offering free training and any related opportunities as appropriate to this post.

Relationship Building * Work closely with colleagues across the Association to ensure projects and activities complement business priorities, e.g. health and wellbeing; employability; youth work; communications; tackling social isolation and promoting digital inclusion and signposting to other services as required e.g. financial inclusion.
* Work with local, statutory and voluntary agencies to develop and promote social regeneration and health and wellbeing initiatives which will benefit the communities of Queens Cross Housing Association.
* Represent QCHA on various local forums and attend networking events as relevant to the role.
* Develop and manage internal relationships with staff and departments, connecting your work to the objectives and values of the Association.
* Community engagement is a key focus in this post and developing tenant participation – good customer relations with tenants is essential. Encourage tenants to participate within existing structures as part of the role.
* Support the wider social regeneration / health and wellbeing agenda and participate in events and professional groups which offer the potential for shared learning, benchmarking and best practice.
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| Other Tasks & Activities |
| **Health & Safety*** Understand your responsibilities as an employee under Health & Safety legislation
* Adhere to responsibilities as an employee under the Association Health & Safety policies and procedures.
* Ensure all activities are discharged in a safe manner, minimising risk at all times

**Training*** Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills
* Attend training and development courses as and when required

**Equality & Diversity*** Observe and promote Equality & Diversity and Customer First policies at all times
* Understand the diversity of our customers and potential customers and ensure that a flexible menu of engagement opportunities are accessible to all

**Sustainability*** Consider the sustainability of activities and resources to assist with Association’s objective to reduce the negative impact of services on the environment

**Other** * Be willing to work flexibly and attend meetings out with normal hours when required
* Carry out any other duties which may be reasonably requested by the Line Manager and undertake any other duties subsequently allocated by the Association’s management
* The duties of the post will be reviewed and modified in line with the exigencies of the service
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| Category | Essential Criteria | Desirable Criteria |
| Experience | * Experience of delivering community development programmes and initiatives, including horticultural projects and being able to identify training needs of participants and growers groups.
* Experience of horticulture preferably in a community garden setting
* Experience of delivering capacity building initiatives and activities.
* Experience of engaging and developing relations with the public, internal teams and outside agencies.
* Experience of effectively working in partnership with a range of people including other service providers, community organisations and statutory bodies.
* Experience of working with excluded individuals, groups and communities.
* Experience of programme planning and delivery of community services.
* Experience of planning community events and activities, based on tenant participation, community engagement and empowerment.
* Experience of team working.
* Proven track record of working effectively with people, providing support in paid or unpaid capacity.
* Experience of managing people and organisations commissioned to work on community based contracts.
* Experience of planning and delivering events
* Experience of promotion including using social media on behalf of an organisation
 | * Working in a challenging environment.
* Successful delivery of a variable workload in a customer focused, community oriented environment.
* Experience of delivering community development in a housing association context.
* Experience of managing budgets and dealing with compliance requirements of funders.
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| Knowledge, qualifications and education  | * Post holder should have a community development qualification at SVQ5 or better and / or a minimum of 2 years’ experience in community work or related field. Good general education, attainment which demonstrates a high level of literacy, numeracy and ability to assimilate complex information, or equivalent experience.
* Knowledge of community development practice, methodologies and processes.
* An understanding of social housing and of community engagement, tenant participation, community empowerment and the context within which these operate within community based housing associations.
* Knowledge of healthy eating and growing spaces.
* Knowledge of community development, capacity building, identifying training needs and delivering/coordinating training for group members/staff members.
 | * Educated to degree level or equivalent.
* Understand funding (small grants), how to access, compliance and monitoring.
* Knowledge of legislation and good practice relating to community empowerment and tenant participation.
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| Skills, abilities and behaviours  | * Be able to plan and lead a group session that has learning outcomes.
* The ability to motivate, engage and encourage participation.
* Excellent people and leadership skills with an ability to engage effectively with people at all levels.
* Must be a confident communicator with both verbal and written communication skills of a consistently high standard, with the ability to communicate on confidential issues.
* Ability to work without direct supervision.
* Ability to motivate and involve staff and volunteers.
* Must be IT literate; skills in the use of Microsoft programmes.
* Must have a working knowledge of monitoring budgets, petty cash systems.
* An approachable friendly demeanour, able to demonstrate natural empathy and the ability to work with a wide range of people of different backgrounds and abilities.Be solution focussed in approach adaptable, flexible, innovative and creative. Work with other teams as required by community projects.
* Model the behaviours required to champion community development.
* Model the values of the Association: respect, integrity and aspiration.
* Work as part of a team with willingness, respect and professionalism at all times in the best interests of tenants, colleagues and the Association.
* Pro-active, hardworking and reliable.
* Strong community focus and commitment to community based solutions to wider economic, social, physical and environmental regeneration.
* Strong customer focus and commitment to excellent service and delivering value for money.
 | * Ability to identify sources of funding and frame low level successful applications.
* Ability to coach employees, trainees and volunteers.
* Be a skilled group worker.
* Able to identify and deliver new social regeneration projects.
* Have skills in resolving differences, negotiation, influence and persuasion.
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| Other Requirements | * Willing to enhance own knowledge and undertake further training as necessary.
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| Key dimension category | Details  |
| Level of communication required | Post holder must communicate internally with different departments and externally with customers (tenants and residents) who are participating or potentially participating in activities. Communication will take place in person, on the telephone, and also via web updates and social media updates. Post holder will respond to enquiries from community organisations, and other stakeholder organisations such as GCC, NHS, Keep Scotland Beautiful etc. Post holder must be ready to diffuse situations and pre-empt misunderstandings as part of their work with community groups, and also work constructively with internal stakeholders. The role frequently requires empathy and diplomacy.  |
| Authorities & Limitations | The postholder plans and delivers their own workload: meeting funders requirements and taking care to operate within budget. Postholder can decide when and how workload is completed. Reacts to problems and situations as they arise: seeking solutions that keep the aims of the project in mind. Jobholder works within management direction but not close supervision. The post holder is generally required to solve immediate problems and has access to a manager and other teams for solutions that may require more planning / resources.  |
| Line management responsibilities | Indirect line management – working with sessional staff to deliver specific growing and wellbeing activities and providing guidance for those activities.  |
| Financial resources responsibilities | Dealing with small grant applications and responsibility for delivering elements of larger grants: generally up to the value of £5K |
| Additional responsibilities  | Dealing with internal and external enquiries relating to growing spacesManaging the allotment applications, allocations and waiting list.Keeping website and social media up to date with these activitiesKeeping participant contact lists up to date. Responsibility for security of community facilities: e.g. 65 Cedar St, 472 and Windsor Hall. And responsibility for outdoor growing spaces: 1 of which is kept locked and includes tool container and potting shed.Ordering supplies as required for growing and health and wellbeing activities. Organising and implementing minor repairs in gardens and facilities and community garden build projects such as planters.Direct responsibility for coordinating providers of services that take place in community gardens. Eg outdoor education providers, community artists etc.  |
| Responsibility for customers and other stakeholders | The job involves direct impact on the well-being of individuals and groups of people. For example ensuring safe engagement with growing spaces, access to PPE and managing risk at planned sessions … through undertaking tasks or duties which are to their direct benefit, or impact directly on their health and safety e.g. provision of advice or information on housing needs. |
| Problem solving | Problems arising will be both physical and emotional: Examples include: creative solutions for site maintenance of growing spaces, cancelling and postponing sessions, responding to funding ending and being actively involved in seeking solutions, working with team to deliver adhoc projects as opportunities arise and managing disagreements in growing spaces.  |
| Complexity of work | Work will involve regular prioritising and re-prioritising. Work involves timetabling of activities, costing activities and keeping tabs of costs, maintaining participant lists and gathering data which can be used in the association’s annual impact report. The work will also involve direct liaison with funders, typically for projects up to the value of £5K. |
| Physical demands and effort | Post holder will be required to support physical elements of project as required: such as leading growing sessions, using garden tools and equipment, moving soil and compost, digging, clearing ground etc. Post holder will be outdoors at least 2 days per week and often for several hours at a time.  |