DIVERSITY HOUSE

Project Worker / Community Navigator

JOB DESCRIPTION AND PERSON SPECIFICATION

1. Role Details

Job title	Project Worker / Community Navigator
Organisation	Diversity House
Project / programme focus	CWGIE Evolution and other Diversity House programmes, as assigned
Location	Swale and other agreed locations across Kent and, where required, London; community and partner venues
Responsible to	Project Manager / designated line manager
Hours and contract	To be confirmed in the recruitment pack and employment contract

2. About the Role

The Project Worker / Community Navigator will support the planning, coordination, delivery and review of Diversity House projects and community programmes, including CWGIE Evolution. The postholder will help women and girls and other programme participants to access appropriate support, develop confidence and skills, improve wellbeing, and engage with opportunities in their communities.

The role combines direct participant engagement and community outreach with practical project coordination, training support, monitoring and evaluation (M&E), evidence gathering, case-study development, reporting, and research into potential funding opportunities. The postholder will work collaboratively with colleagues, participants, trainers, volunteers, community organisations and other partners, while maintaining professional boundaries, confidentiality and accurate records.

3. Main Duties and Responsibilities

A. Project planning, coordination and delivery

- Support projects from scoping and planning through implementation, monitoring, review and closure, working to agreed project plans, timelines, budgets and outcomes.
- Help translate project objectives and funder requirements into activity schedules, session plans, delivery checklists and participant engagement plans.

- Coordinate day-to-day project activities, workshops, group sessions, learning events, outreach activities and community events.
- Arrange venues, equipment, materials, refreshments, accessibility requirements and other practical logistics, within agreed procedures and budgets.
- Maintain a delivery calendar and track progress against milestones, flagging delays, risks, resource gaps or changes promptly to the line manager.
- Support the consistent delivery of planned activities and help identify practical improvements when activities need to be adapted.
- Contribute to project review meetings, team planning, handovers and learning sessions; implement agreed actions within deadlines.

B. Participant engagement, community navigation and follow-up

- Build respectful, trusting and professional relationships with participants, taking a person-centred, strengths-based and culturally responsive approach.
- Conduct outreach and help identify, welcome and engage eligible participants through community networks, partner referrals, events and other approved channels.
- Explain project aims, eligibility, activities, participation expectations, confidentiality limits and available support in clear, accessible language.
- Undertake participant follow-up to understand engagement, identify barriers to participation and check whether agreed support or referrals have been accessed.
- Help participants identify their goals and connect with appropriate local services, learning, training, employability, enterprise, wellbeing and community opportunities, within the limits of the role.
- Maintain appropriate contact and referral records, obtain consent where required, and follow Diversity House procedures for information sharing and onward referrals.
- Recognise when a participant's needs are outside the postholder's remit and seek guidance or refer to suitably qualified services rather than offering specialist advice.
- Promote participant voice and choice, encouraging people to shape activities and provide feedback on what is helpful or needs to change.

C. Training, skills development and employability support

- Assist with the planning and coordination of employability, enterprise, confidence-building, life-skills and other project-related training.
- Liaise with identified trainers and facilitators about session objectives, participant needs, attendance, resources and follow-up actions.
- Help assess participants' learning needs and interests using approved tools and within the agreed project framework.
- Support participants to access training and development opportunities, and encourage progression towards agreed personal, learning or employment goals.
- Gather participant feedback and work with trainers and colleagues to review whether sessions are relevant, accessible and effective.
- Help document learning, achievements, skills gained and participant progression, using appropriate evidence and consent.

D. Monitoring, evaluation, learning and impact

- Implement the project's monitoring and evaluation processes, including the CWGIE Empowerment Framework where applicable, and map evidence against agreed outcomes and sponsor requirements.
- Collect, record and maintain baseline and endline information, attendance, participation, feedback and other agreed monitoring data in a timely and consistent way.

- Explain the purpose of monitoring questions to participants and collect information respectfully, accurately and with appropriate consent.
- Check records for completeness, consistency and accuracy; correct errors in line with procedures and raise data gaps or discrepancies promptly.
- Support analysis of outputs, outcomes, participation trends, feedback and changes in confidence, wellbeing and skills development.
- Help maintain monitoring tools, trackers, databases, evaluation forms and evidence folders, using approved systems and access controls.
- Contribute to reflective practice: identify what is working, what is not working, who may not be reached, and what changes could improve project outcomes.
- Support project learning and closure by organising evidence, documenting lessons learned and helping ensure records are complete.

E. Case studies, participant stories and communications

- Develop case studies, impact stories and participant narratives that illustrate project activities, experiences, achievements and learning.
- Work with participants to capture their experiences in appropriate formats, which may include written stories, interviews, artwork, creative work, drama or other agreed approaches.
- Obtain informed consent before collecting, storing or sharing identifiable stories, photographs, quotations or other personal material, and explain how the material may be used.
- Respect participants' dignity, cultural context, privacy and right to decline or withdraw consent in accordance with policy and applicable requirements.
- Prepare clear, accurate summaries of activities, outcomes, participant feedback and project milestones for internal use, funders and approved communications.
- Check factual accuracy and secure appropriate approval before external publication or sharing.

F. Research, funding development and sustainability

- Regularly research small grants and other funding opportunities that align with CWGIE Evolution and Diversity House's agreed priorities.
- Maintain awareness of relevant local, regional and national funding programmes, deadlines, eligibility rules, themes and evidence requirements.
- Maintain a funding-opportunity tracker recording funder, purpose, eligibility, value, deadline, required match funding, application requirements and next actions.
- Bring suitable opportunities to the line manager's attention and contribute to decisions about organisational fit, feasibility and potential impact.
- Support the preparation and submission of funding applications by gathering project information, participant evidence, statistics, case studies, budgets or supporting documents as requested.
- Contribute to draft responses describing needs, planned activities, outputs, outcomes, community benefit and evaluation methods, ensuring claims are evidence-based.
- Support the maintenance of an organised record of submitted applications, decisions, reporting commitments and follow-up actions.
- Do not commit the organisation to funding terms, expenditure, partnerships or delivery promises without the appropriate authorisation.

G. Funder reporting, documentation and compliance

- Contribute to timely, accurate and evidence-based reports for funders, commissioners, partners and internal management.

- Track and document project outputs, outcomes, attendance, participant engagement, training delivered, referrals and other agreed indicators.
- Gather supporting evidence for reports and ensure figures are consistent with monitoring records and approved definitions.
- Help maintain an organised audit trail of activities, feedback, outputs, outcomes, case studies and supporting documents.
- Monitor reporting deadlines and provide information to the responsible manager in sufficient time for review and submission.
- Support compliance with grant conditions, project specifications, safeguarding procedures, data-protection requirements and organisational policies.
- Raise concerns about missing evidence, delivery risks, possible underspend or overspend, or potential non-compliance promptly.

H. Community partnerships and representation

- Develop positive working relationships with community groups, local services, referral partners, trainers, volunteers and other relevant stakeholders.
- Attend project meetings, partnership forums, community events and outreach activities when agreed with the line manager.
- Share accurate information about Diversity House and its programmes, using approved messages and materials.
- Help identify gaps in local provision, barriers experienced by participants and opportunities for collaboration.
- Represent Diversity House professionally, respectfully and inclusively, maintaining appropriate boundaries and avoiding commitments outside delegated authority.
- Record relevant partner contacts, referrals, meeting outcomes and agreed actions in the approved systems.

I. Equality, inclusion, safeguarding and safe practice

- Promote equality, diversity, inclusion, dignity and respect, and challenge discriminatory or exclusionary behaviour in accordance with organisational policy.
- Help ensure activities are accessible and responsive to participants' different cultural, language, disability, faith, caring and practical needs.
- Follow safeguarding policies and procedures, including requirements relating to children, young people and adults at risk where applicable to the activity.
- Report safeguarding concerns, disclosures, incidents, risks or allegations promptly through the designated procedure; do not promise absolute confidentiality or investigate concerns independently.
- Maintain professional boundaries and use approved communication channels and contact arrangements with participants.
- Follow health and safety, lone-working, risk-assessment, incident-reporting and venue procedures; take reasonable steps to protect participants, colleagues, volunteers and the public.
- Complete required training and checks for the role, including any role-appropriate safeguarding training and DBS check where required.

J. Data protection, confidentiality and administration

- Handle personal, sensitive and confidential information in accordance with UK data-protection law and Diversity House policies and instructions.
- Store, share, retain and dispose of records only through approved systems and processes; use information only for legitimate work purposes.
- Keep accurate and timely records of participant contacts, attendance, referrals, activities, outcomes, expenditure evidence and other required project information.

- Obtain and record consent where required and follow procedures for access requests, data incidents and information sharing.
- Protect passwords, devices, paper records and electronic files, and report suspected loss, unauthorised access or disclosure immediately.
- Complete routine administration, meeting notes, action logs, purchase or expense records and other reasonable duties needed for effective project delivery.

K. Teamwork, professional development and organisational contribution

- Work collaboratively with colleagues and contribute to a supportive, reliable and solution-focused team culture.
- Attend supervision, team meetings, training and performance reviews, and prepare updates on progress, challenges, risks and priorities.
- Work towards agreed objectives and KPIs, take responsibility for actions and deadlines, and seek support early where needed.
- Participate in induction, mentoring and relevant training to develop the knowledge and skills required for the post.
- Share learning and good practice with colleagues and contribute ideas for improving project delivery, participant experience and organisational effectiveness.
- Undertake other reasonable duties consistent with the level and purpose of the role, following discussion with the line manager.

4. Key Performance Indicators (proposed)

The following targets reflect the KPIs in the existing role-clarification document. They should be agreed at induction and reviewed in context of working hours, project scale, participant needs, available resources and funder requirements.

Area	Proposed measure
Project delivery	Support delivery of at least 90% of planned activities, subject to agreed changes and factors outside the postholder's control; maintain regular participant engagement and follow-up.
Monitoring and evaluation	Achieve at least 90% completion of required baseline and endline data, and maintain 95–100% data accuracy through timely checks and corrections.
Funding research	Identify at least 2–3 potentially suitable funding opportunities per month and record them in the funding tracker.
Funding applications	Contribute to 1–2 funding applications per quarter, where suitable opportunities and organisational approval are available.
Reporting	Provide complete information by internal deadlines to support 100% on-time report submission, subject to timely inputs and approval from others.
Case studies	Contribute to at least 1–2 case studies per quarter, subject to participant consent, safeguarding considerations and project activity.
Participant impact	Collect appropriate evidence of progress in confidence, wellbeing and skills development, aligned with the project's agreed outcomes.

Quality and compliance	Maintain complete, accurate and appropriately stored records; complete required training and follow safeguarding, confidentiality and data-protection procedures.

Performance will be reviewed quarterly against agreed targets, CWGIE Evolution outcomes and Diversity House's strategic priorities. KPIs would be treated as shared delivery measures where outcomes depend on participants, partners, funders or management decisions, rather than as measures wholly within one employee's control.

5. Person Specification

Essential

- Experience of supporting community activities, projects, participants, service users, or people from diverse backgrounds.
- Strong interpersonal and communication skills, with the ability to build respectful relationships and engage people who may face barriers to participation.
- Good organisational skills, including the ability to coordinate activities, manage competing priorities and meet deadlines.
- Ability to maintain accurate records, handle information confidentially and work carefully with forms, spreadsheets or digital databases.
- Ability to gather information, monitor activity and contribute to reports, case studies or written summaries.
- Commitment to equality, inclusion, safeguarding, participant dignity and person-centred practice.
- Ability to work independently within agreed boundaries and collaboratively as part of a team.
- Confidence using standard digital tools such as email, word processing, spreadsheets and online meeting or record systems.
- Willingness to undertake training, supervision and continuous professional development.

Desirable

- Experience in a charity, community organisation, social enterprise, women's or girls' programme, or other community-development setting.
- Experience supporting employability, enterprise, confidence-building, wellbeing or skills-development activities.
- Experience of monitoring and evaluation, baseline/endline questionnaires, outcomes frameworks or impact measurement.
- Experience contributing to funding applications, funder reports, case studies or impact communications.
- Knowledge of local services and community networks in Swale, Kent or relevant neighbouring areas.
- Experience of culturally responsive practice and communicating with people who use English as an additional language.
- Relevant qualification or training in community development, project work, youth/community work, social care or a related field.

6. Knowledge, Skills and Behaviours

- Empathy, patience, reliability and respect for individual choice.
- Clear written communication and confident, professional verbal communication.
- Attention to detail and a commitment to accurate, evidence-based reporting.
- Initiative and practical problem-solving, with sound judgement about when to seek advice.

- Ability to work sensitively with confidential information and maintain appropriate professional boundaries.
- Flexibility to support occasional evening or weekend activity where agreed in advance and consistent with the employment contract.
- Commitment to Diversity House's aims, values and the needs of the communities served.

7. Scope and Accountability

The postholder is accountable to the designated line manager and must work within agreed project plans, delegated authority, budgets and organisational policies. The postholder is expected to raise concerns promptly and must not provide specialist legal, clinical, financial or other regulated advice unless appropriately qualified and authorised. This job description summarises the main duties of the role; priorities may change following discussion to reflect programme needs, without changing the fundamental purpose of the post.