**Newham Community Transport**

**JD: Community Outreach Officer**

**Job Title:** Community Outreach Officer

**Salary:**  18 Month Fixed Term Contract

**Hours:**  35 hours per week

**Reports**: Director – Community Transport Waltham Forest

We are seeking a people person with passion and enthusiasm for delivering high quality services to vulnerable people in the London Borough of Newham. You need to be a team player but can also work on your own initiative. You need proven networking and negotiating skills, a creative approach to problem solving and excellent planning and administration skills.

**The role**  
As a Community Outreach Officer, you will provide outreach support services to people /organisations in Newham requiring transport interventions through Newham Community Transport. You will work collaboratively with voluntary and statutory sector partners, alongside colleagues in Waltham Forest, to design and deliver integrated community transport services within local communities, which are more easily accessible. You will have excellent communication and customer service skills with the confidence and ability to work on your own initiative.

**Day to day duties and responsibilities**

* Provide information on community transport services and guidance on how to make best use of the service
* Be based in Newham and undertake outreach to secure new work for a dedicated vehicle in Newham
* Design and deliver a programme of outward bound activities for residents of Newham focussing in particular on organising support for individuals who are suffering from isolation and loneliness.
* Conduct visits to local organisations and informal groups of people with mobility issues and design and co-ordinate the implementation of person-centred transport support plans to promote self-confidence and independent living
* Support and work with partners on training people into work through use of Waltham forest Community Driving School.
* Represent Newham CT at workshops, exhibitions and events in Newham to promote the service.
* Arrange pop-up days/ special initiatives in local community’s ensuring our services are locally based
* Form effective working relationships with local and national organisations, statutory workers and those working/volunteering for other agencies in the field of elderly and disabled
* Advocate with other agencies/organisations on behalf of service users when required