

**KINGSTON RICHMOND AND SURREY AFRICAN  
POSITIVE OUTLOOK  
(KRSAPO)**

**JOB DESCRIPTION**

**Job Title:**

Service Development Worker

**Location:**

Based at KRSAPO's office

**Hours:**

Full-time (35 hours per week)

**Responsible to:**

KRSAPO's Co-ordinator

**Job Summary**

The post-holder has responsibility of monitoring and evaluating the current services and activities of KRSAPO and identifying the needs and service provision gaps within the community. The worker will produce reports and assessments for KRSAPO's Management Committee with a view to strategically expanding current services and developing additional activities to meet needs identified. The worker will be responsible for assessing the efficiency of current service delivery, and for implementing new and improved systems and methods of project planning, implementation, monitoring and administering. The worker will be assisted by a team of volunteers whom they will have the responsibility of managing over the course of the project.

## **Main Responsibilities**

1. To liaise with KRSAPO service users and conduct evaluation and needs assessment consultation meetings
2. To liaise with KRSAPO staff and volunteers and conduct evaluation and needs assessment consultation meetings
3. To record data on services and activities such as information about service users and outputs of activities
4. To research within the community through methods such as questionnaires and interviews to identify gaps in service provision
5. To liaise with other service providers to learn lessons from their service provision
6. To suggest areas of improvement in KRSAPO's current services
7. To suggest additional activities to be undertaken by KRSAPO
8. To implement improved methods and systems within the running of KRSAPO
9. To produce reports on findings and disseminate reports among other service providers to share our information and learning
10. To manage and co-ordinate the work of the project volunteers
11. To regularly liaise with KRSAPO's co-ordinator so as to keep them up-to-date with new developments

## **Person Specifications**

### **Essential requirements**

1. At least three years experience of working with voluntary and community organisations
2. Appropriate qualifications relevant to voluntary sector service provision
3. Experience of evaluating and monitoring projects
4. A thorough understanding of the African community in the UK, and the ability to speak an African language
5. Knowledge and awareness of HIV and willingness to work with people living with HIV
6. Knowledge and experience in producing and presenting reports as well as keeping supervisors and committees up-to-date and informed on the developments of the project
7. Ability to translate and interpret such reports and findings
8. Experience of supervising and supporting volunteers
9. Ability and experience of working out in the field
10. Ability and experience of addressing large audiences

### **Desirable requirements**

1. Computer literacy
2. Knowledge of how mainstream systems operate in the voluntary and statutory sectors in the UK

### **Terms and conditions**

The post is funded by the Wates Foundation on a tapered basis for 3 year-contract subject to a probation period of 3 months. KRSAPO aims to fundraise in order to maintain the project on a full time basis throughout the three years, otherwise on a tapered basis as funded by the Wates Foundation.

Salary: £19,962 per annum including London Weighting