

## Job Description

### Community Support Coordinator

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<b>Position</b>	Community Support Coordinator
<b>Hours</b>	21 hours per week (Monday – Friday)
<b>Schedule</b>	Daily start and finish times TBC upon appointment
<b>Rate of pay</b>	£13.45 per hour
<b>Contract</b>	Temporary – one year (possible extension tbc)
<b>Location</b>	The Hub Community Centre, Altrincham
<b>Employer</b>	Altrincham Baptist Church
<b>Line Manager</b>	Community Hub Lead
<b>Closing Date</b>	5pm on Wednesday 17 <sup>th</sup> June Please email your completed application form to Jenny Breton (Operations Lead) at <a href="mailto:operations@altrinchambaptist.org">operations@altrinchambaptist.org</a>

## Job Purpose

You will be a warm, approachable, and highly organised individual, who will be vital to our front line team. As the first point of contact, you will demonstrate Christian values of grace, compassion, and hospitality, providing a safe, respectful environment for individuals seeking support.

Your work will be deeply rooted in our Christian faith and our collective desire to share God's love in practical, life-changing ways. You will be responsible for triaging incoming requests, assessing immediate needs, and administering our Crisis and Resilience Fund. Additionally, you will guide individuals toward the right internal programmes and external local services to ensure they receive holistic, long-term care.

## Key Responsibilities

### 1. Frontline Reception, Triage & Support

- Provide a positive, friendly service to all users face-to-face, by email, or over the phone.
- Take full responsibility for managing the support phonenumber during scheduled hours and dedicated email inbox.
- Conduct initial assessments (triage) of incoming requests, logging details accurately, assessing immediate needs
- Identify appropriate solutions, including signposting to internal or external services (e.g. food bank, mental health services, referrals to other organisations)
- Liaise closely with other local services and organisations to coordinate resident care effectively.

- Maintain and update the resident referral spreadsheet regularly to ensure accurate data collection and tracking.
- Handle all resident data, digital spreadsheets, and fund applications in strict accordance with GDPR and data protection guidelines to ensure confidentiality is maintained at all times.
- Attend Community Response hub coordinators' meetings to keep up to date with Trafford-wide changes that may affect the community hub's operations.

## **2. Fund Administration & Crisis Response**

- Take lead responsibility for administering the Crisis and Resilience Fund, enabling local residents to gain essential financial support during times of hardship.
- Process funding requests thoroughly, mainly through the HUGGG platform, ensuring allocations are handled with a high level of accuracy, efficiency and an excellent eye for detail.
- Maintain clear, confidential records of all fund distributions and outcomes.
- Issue food bank e-vouchers

## **3. Community Services & Logistics Support**

- Work collaboratively with and directly support the Community Hub Lead to ensure the smooth day-to-day operation of the centre's frontline services.
- Actively support some of our key community-facing services when needed.
- Support management of food stock, and organising physical donations brought to The Hub.
- Coordinate with South Trafford Foodbank to manage the stock of food bank parcels needed for the community hub.
- Take responsibility for
- Ensure full compliance with relevant Food Hygiene requirements (training provided)
- Work collaboratively alongside our volunteer and staff team to keep these essential services running smoothly.

## **4. Christian Mission & Ethos Alignment**

- Enthusiastically champion, support, and remain fully aligned with the Christian mission, vision, and values of Altrincham Baptist Church and The Hub Community Centre. [See our vision here.](#)
- Ensure that the Christian ethos—rooted in love, grace, hospitality, and practical service—is at the heart of all your daily interactions and duties.
- Proactively invest time in building trusted, long-term relationships with individuals, providing a warm space where they feel safe to discuss both practical and wider personal or spiritual needs if they choose.
- Confidently and sensitively introduce individuals to the activities and support networks of The Hub and Altrincham Baptist Church (such as discipleship groups and faith exploration courses) alongside external local services.

## Person Specification

### Experience & Knowledge:

- Proven experience of working successfully in a public-facing role, ideally within a community support, customer service, or advisory setting.
- Prior knowledge of services available in the area is desirable, to effectively signpost residents to nearby services and networks.
- Experience in managing digital records (such as spreadsheets)
- A solid understanding of data protection principles (GDPR), with a commitment to maintaining strict confidentiality when handling sensitive personal records and resident information.
- Experience in handling physical stock, and organising incoming donations is highly desirable.
- Awareness or knowledge of Food Hygiene requirements is desirable

### Skills & Abilities:

- Ability to work collaboratively within a small leadership team, effectively taking direction from line manager
- Excellent written and verbal communication skills, with the ability to handle sensitive situations with compassion, grace, and clarity.
- Exceptional interpersonal skills, with the ability to discuss faith, church life, and community support resources comfortably, warmly, and sensitively with people from diverse backgrounds.
- Proficient IT skills, with a proven ability to manage email inboxes, input data accurately, log requests, and maintain clear digital records.
- Excellent attention to detail
- The ability to show initiative to solve problems in a fast-paced environment.

### Personal Attributes:

- A naturally compassionate, people-focused individual who excels at making everyone feel safe, respected, and welcome.
- A strong personal commitment to putting faith into action through practical, community-focused service.
- Fully sympathetic of, and eager to champion, the distinct Christian values and vision of Altrincham Baptist Church and its partnership work with Trafford Council.
- Patient, non-judgmental, and comfortable working alongside volunteers and members of the public from diverse backgrounds.