

**Job Profile – Community Bus Outreach Officer  
Level 2 Zone 1**

**Job Grade: Level 2, Zone 1**  
**Salary Range: £29,413 - £31,529**

**About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

**About the role**

Community Bus Outreach Officers hold a pivotal role, working as part of a team to deliver community health initiatives on a bus travelling around the borough. You will lead outreach activities (i.e., door knocking) and support the bus when it is stopped in an area. You will write up reports of the outcomes of the outreach activities and be able to discuss these with the team. You will actively provide feedback on what people in the community are saying about the health initiatives you will be working on and build trust so that people engage with the service. Working hours will vary and will be on shifts as the schedule is based on demand and there will be weekend working – the contractual working hours will be spread across 7 days.

Responsibilities include:

**Bus Days**

- Securing, setting up and packing away the bus site
- Welcoming people, queue management, general marshalling duties.
- Active engagement with the public, answering questions and/or signposting them to Clinical Team/NHS leader if required.
- Working as a team with other Bus Support Officers, Operations Supervisor, and clinical staff
- Supporting all visitors with queries (health related or other – training to be provided)

**Outreach Days**

- Ensuring the availability of promotional materials for outreach work
- Door knocking on specified areas in the borough to discuss the buses activity with Camden residents
- Signposting to other Council services\* (see below)
- Producing reports to describe the results of the outreach work
- Developing relationships with community organisations, businesses etc. identifying opportunities to collaborate in engaging with their local community

\*As part of the outreach activities, the postholder may be required to respond to a range of issues raised by residents which would need to be signposted to the appropriate service that will support their query so must have the ability to deal with these situations.

The role primarily deals with members of the public so there is a degree of flexibility expected of the postholder, responding to the needs of the service.

## About you

- You will have excellent people skills with the ability to discuss personal health issues and enjoy speaking with people of all ages and be able to put them at ease
- Good knowledge of the borough as a lot of the role requires travelling through the different areas
- You will have a can-do attitude and be able to work effectively on your own initiative and as part of a team, supporting the services delivery and the council's wider aims
- Be able to communicate well in English and to take notes (knowledge of other languages spoken would be helpful but isn't essential)
- Be willing to work flexibly, including some evening and weekend work

## Work Environment:

Working throughout the borough via the outreach activities and on the days the buses will be scheduled to stop. This role will be physical (walking) working outdoors and weekend working on a rota.

## People Management Responsibilities:

There are no people management responsibilities in this role.

## Relationships:

CVS & LFT Operations Lead, Operations Support Officer, Bus Operations Supervisor, Community Partners, NHS partners and Members of the public

## Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

## Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,