Job title	Community Support Officer
Organisation Profile	NOW Group is an award-winning social enterprise operating across Belfast and Dublin. We are committed to working with individuals and businesses to unlock potential and create meaningful, lasting change across the island of Ireland. Our work focuses on supporting people who are neurodiverse, autistic, or have a learning disability, helping them to build skills and progress into sustainable, future-focused employment. Through tailored training programmes, inclusive job opportunities, and community-based support, we empower individuals to achieve their goals and thrive in the workplace.
Candidate Brief	As a Community Support Officer you will provide direct support to participants on the NOW Connects Service by delivering a programme of daily activities to increase independent living and social skills. You will create a range of opportunities and collaborate closely with other departments, including Employment and Training Services, to encourage and support participants in progressing from Community Services.
Location	East Bridge Street, Enniskillen, BT74 7BW or Anderson House, Market Street, Omagh, BT78 1EE
Reports to	NOW Connects Co-Ordinator
Hours	37.5
Salary scale	£26780.00 per annum
Benefits	25 days annual leave plus 12 statutory days Health Cash Plan (on successful completion of probationary period) Access to confidential Staff Counselling & Financial Advisory Services Stakeholder Pension Scheme (5% employer contribution) Bike 2 Work Scheme Holiday purchase scheme Flexible working & Wellbeing initiatives

October 2026

Main Responsibilities

1. Provide person-centered support to participants on the NOW Connects programme.
2. Support participants within classroom and outdoor venues.
3. Encourage individuals to engage in opportunities and build independence skills.
4. Promote Volunteer opportunities for group members.
5. Build on existing external networks/relations and develop new ones to increase range of activities and networks available to participants.
6. Route train participants to increase independence skills.
7. Work effectively with NOW Group Services to provide a full range of support, optimizing positive progression for participants.
8. Ensure organisational, team and individual annual KPIs are met.
9. Ensure accurate record keeping of participant attendance, retention and progression in compliance with organisational data protection and confidentiality policy.
10. Comply fully with NOW Group's 'Organisational Approach to Safeguarding.

This job description is not definitive and may be subject to review as the duties and responsibilities determine

Personnel Specification

Essential Criteria

1. Ability to be flexible and adaptable - hours are flexible and may involve evening and weekend work as required.
2. GCSE grade C in English Language or equivalent.
3. At least one years' experience of supporting people with learning disabilities within a group environment.
4. Experience of engaging with volunteers.
5. Ability to demonstrate administrative skills with good record keeping.
6. IT skills including Word, Excel, Outlook and Social Media use.
7. Understanding of the barriers faced by people with learning disabilities.

Desirable Criteria

1. Community or Youth Qualification (Level 3 or equivalent).

Access NI

NOW Group adhere to the AccessNI Code of Practice and it is our policy to obtain an Enhanced Disclosure for employees who will be working within our service delivery teams. This check will be completed before employment commences and only if successful at interview. For further information please refer to the Access NI Code of Practice at AccessNI Code of Practice (nidirect.gov.uk)

A copy of our policy on the secure handling, use, storage and retention of information is available on request.

October 2026

In line with the Rehabilitation of Offenders (Exceptions)(NI) Order 1979 (as amended in 2014), NOW Group's will only ask about convictions which are defined as "not protected" for the purposes of obtaining a Standard or Enhanced disclosure. Please note that a criminal record will not necessarily be a bar to obtaining a position. A copy of our policy on the Recruitment of Ex-Offenders is available on request.

Values & Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues. Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.

October 2026