**JOB DESCRIPTION**

**ROLE:** Community Engagement Officer

**RESPONSIBLE TO:** Community Engagement Manager

**SALARY BAND:** £23,836 –£25,187 pa (Trinity Grade C)

**LENGTH OF TENURE**:24 Months

Main job purpose

The Community Engagement Officer will support the Community Engagement Manager in establishing a new Community Engagement function at Royal Trinity Hospice. This will include the development and roll-out of a Compassionate Neighbours pilot in a defined area of Trinity’s catchment, with a view to a wider roll-out after Trinity’s model has been evaluated and honed.

The post holder will support the recruitment and training of local people who can contribute to the success of Compassionate Neighbours as well as processing referrals and matching these referrals with our Compassionate Neighbour volunteers.

They will also play an administrative role in wider Community Engagement work and establishing partnerships that will support the team’s objectives, giving them the opportunity to grow their skills and understanding of community engagement and development.

Key duties and responsibilities

* Assist in a pilot Compassionate Neighbours project within a set area of Trinity catchment, which aims to reduce social isolation amongst people at the end of their lives.
* Aid in the recruitment, training and ongoing support of volunteers to become Compassionate Neighbours
* Assist in other Community Engagement activities

Communication and relationships

* Communicate compassionately and competently with Community Members (people referred to the project) over the phone and in person, completing assessments, home visits and reviews as well as dealing with queries.
* Support the promotion of Community Engagement initiatives including Compassionate Neighbours to teams across the hospice, describing the project to staff and volunteers to ensure clarity for referrers of potential beneficiaries.
* Help to promote Trinity’s Community Engagement offer to the public, community and faith groups, organisations and charities.

Knowledge, training and experience

* Administration experience and moderate level of IT literacy
* Experience communicating with a variety of people appropriately
* Comfortable working independently as well as being an excellent team player

Analytical and judgement skills

* To help to collect and data for evaluation purposes
* Carry out assessment visits in people’s homes and match Community Members to Compassionate Neighbours

Planning and organisational skills

* Handling administrative tasks relating to caseload management
* Contribute to the delivery of the Communications and Engagement strategy

Physical skills

* Good standard of keyboard skills
* Able to travel within the catchment area frequently
* Able to travel to external meetings frequently

Patient / Client Care (PCC)

* Find opportunities to listen to the experience of patients, bereaved family members and local people related to the processes of dying and loss, to guide the shape of the project in the future.
* Carry out home visits to assess individuals referred to the Compassionate Neighbours project, signposting to other services as appropriate and establishing suitability for the project

Policy and service development

* Work with the Community Engagement Manager and other colleagues to ensure policies and procedures for safe and effective recruitment, management, support and training of volunteers and safeguarding processes are in place and are being followed
* Implementing hospice policies into tasks undertaken
* Proposing changes to practice and procedure within Community Engagement work

Staff / human resources / leadership / training

* Matching Community Members with appropriate Compassionate Neighbours and being available to support both groups alongside the Community Engagement Manager when needed
* Support the facilitation of training and ongoing support meetings with Community Engagement Manager.

Information resources

* Maintain excellent record-keeping processes using database software

Research and development

* Maintain a good knowledge of community engagement and community development best practice

Finance and resources

* Supporting Compassionate Neighbours with expense claims
* Working with various suppliers to order stock and resources to support Community Engagement work

Freedom to act

* Identify own learning and development needs to meet the key requirements of the post
* Ask for help when needed
* Deputising for Community Engagement Manager when required
* Using initiative and working independently to solve queries and issues from Compassionate Neighbours, community stakeholders and community members as they arise.

Physical effort

* A combination of sitting, standing, and walking
* Frequently sitting in one position for extended periods
* Ability to travel to different locations within the catchment area

Mental effort

* Able to concentrate for long periods where there will be frequent interruption
* Adapt to changes in planned work pattern, and manage multiple demands on time
* Show an appropriate level of emotional intelligence and resilience
* Seek support and guidance as required

Emotional effort

* Have a degree of self-awareness and use this to maintain own and others’ emotional wellbeing
* Resilience to frequently encounter emotional circumstances

Working conditions

* Rare requirement to work in environments which are unpleasant
* Requirement to travel for work with flexible working as agreed
* Daily requirement to use a computer or tablet device for extended periods of time

**Supplementary information (included in all job descriptions):**

**Health and safety**

Trinity has a Health and Safety policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996 to ensure that agree safety procedures are carried out and to maintain a safe environment for all employees, patients and visitors. Implement at all times Trinity’s Lone Worker Policy

**Infection control**

The prevention and control of infection is the responsibility of everyone employed at Trinity. All staff and volunteers must be aware of infection control policies, procedures and the importance of protecting themselves, patients and visitors and in maintaining a clean and healthy environment.

**Staff involvement**

Trinity is committed to involve staff at all levels in the development of the organisation. Managers should ensure that staff are encouraged to be involved in organisational and service developments including business planning and they are able to influence discussions which affect them and their working conditions. All managers should support a culture of openness and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communications systems that ensure staff are well informed and have an opportunity to feedback their views.

**Confidentiality**

Employees should be aware that Trinity produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health records and Computer Misuse Act. Disclosure of personal, medical, commercial information, system passwords or other confidential information to any unauthorised person will be regarded as gross misconduct and may lead to disciplinary action including which may include dismissal.

**Equal opportunities**

All employees of Trinity are expected to be aware of, and adhere to, the provision of Trinity’s Equal Opportunities Policy and to carry out their associated duties and responsibilities under this policy.

**Job description**

This job description is intended an outline of the postholder’s duties and responsibilities. The list of responsibilities is not exhaustive and will be reviewed annually with the post holder as part of the appraisal review process.

**This job description will be reviewed in the light of changing circumstances, and other duties may be required of the post holder in accordance with the grade. The job description may be varied in consultation with the job holder and the relevant Executive Team Member**.

**ROYAL TRINITY HOSPICE**

**PERSON SPECIFICATION**

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| --- | --- |
| **DEPARTMENT** | **JOB TITLE** |
| Communications and Engagement | Community Engagement Manager |

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| **CRITERIA RELEVANT TO ROLE** | **ESSENTIAL** | **DESIRABLE** | **HOW ASSESSED** |
| QUALIFICATIONS |  | Administration qualification | Application |
| SPECIFIC COMPETENCIES FOR ROLE e.g. communication, problem solving, leadership | Use of IT and data management systems  An understanding of the challenges of working with vulnerable people  Excellent verbal and written communication skills in order to interact with professionals and members of a diverse local community  Ability to work accurately with attention to detail  Understanding of how isolation and loneliness can impact emotional and physical health  An understanding of, and an ability to promote and implement equal opportunities in all areas of work. | Experience of community engagement/ development or similar  Experience working with volunteers | Application and Interview |
| PROFESSIONAL/  SPECIALIST/  FUNCTIONAL EXPERIENCE  e.g. customer care experience, able to work under pressure | Administration experience  Caseload management experience  Customer/client care experience | Good working knowledge of the principles of community engagement  Experience working with volunteers and understanding of the challenges and opportunities of working with volunteers  Experience working in a health setting  Experience of working with people who face terminal illness  Understanding of the multifaceted needs of individuals with life limiting conditions, their families and carers | Interview |
| VALUES AND BEHAVIOURS  e.g. adaptability, able to work as part of team, promotes respect and dignity | We will expect your values and behaviours to mirror those of the hospice  Approachable  Empathetic  Self-motivated and able to motivate  To work as part of a team remotely  Must feel comfortable working with people at the end of life |  | Interview |
| SPECIAL REQUIREMENTS e.g. flexible to working patterns and working weekends, work under pressure | Ability to frequently travel around Trinity’s catchment  Flexibility to work some evenings and weekends |  | Interview |