



Engage and Inspire: Community Engagement Co-ordinator

Full Time 37.5 hrs/wk

Initial Salary £26,565-£35,557. Depending on experience, with annual review.

The Haven

The Haven is an award winning charity which aims to improve the quality of life of people affected by a range of life limiting conditions including cancer, multiple sclerosis, Parkinson's disease and dementia. Information and support is provided, to clients and their families, by a multidisciplinary team of nurses, therapists and volunteers. Our aim is to support our clients to understand all aspects of their illness, treatment and care; to improve their emotional wellbeing and ability to manage stress and to sustain carers in their caring role. The Haven has been recognised nationally through attainment of the King's Fund/GSK IMPACT Award and the Queen's Award for Voluntary Service.

The Haven is now formulating a 3 year business plan (2018 – 2021) to enable sustainable development of community based supportive and palliative care services across North and South Lanarkshire. The Engage and Inspire Community Engagement Co-ordinator will support the achievement of this objective. Reporting directly to The Service Development Co-ordinator and working collaboratively as part of The Haven multidisciplinary team, the Community Engagement Co-ordinator will be responsible for the development and implementation of a comprehensive, multi-faceted community engagement programme for The Haven centre in Forth. The post holder will develop and implement systems, processes and protocols which: enable effective engagement with stakeholders; promote service user involvement, inclusion and diversity; aid service development and quality improvement initiatives; inspire partnerships and income generation collaborations, and support financial sustainability of Haven services for communities within rural Clydesdale and adjacent areas of North Lanarkshire. The post holder will be based at the new Haven centre in Forth and will line manage the Project Administrator. This is a varied and evolving role and the successful candidate will have excellent communication skills, a proven track record in effective community engagement and an ability to develop trusting, long term relationships with a wide range of stakeholders. They will also demonstrate creativity, initiative, attention to detail and an ability to manage change. The remit of the new post will align with South Lanarkshire Community Engagement Framework and play a key role in the growth strategy of The Haven, Forth

Job Summary:

To work collaboratively as part of The Haven multidisciplinary team, providing expertise to enable the effective development and implementation of The Haven's 'Engage and Inspire' community engagement project – a programme of work designed to ensure sustainable development of new and existing client services for rural communities in Clydesdale and North Lanarkshire, to meet the expressed needs of people affected by life limiting illness.

Role Specification:

The ideal candidate will be experienced in designing and implementing a community engagement and communications strategy; be creative in approach; multidisciplinary (PR, press, social media) and have excellent written and verbal communication skills. This is a new post and requires someone who has energy, enthusiasm, initiative and creativity and who will take both a strategic and hands on approach to developing the role and relationships with community stakeholders. Accountable to The Service Development Co-ordinator, the post holder will line manage the Engage and Inspire Administrator and have specific responsibility for developing and implementing a coherent community engagement strategy for The Haven, Forth.

The key aspect of the role will be to Engage and Inspire local communities and stakeholders via a range of community consultation and engagement activities with the aims of:

- Ensuring that families affected by life limiting illness are aware of Haven services and how to access support
- Ensuring services are developed with the involvement of local communities and local stakeholders to meet the expressed needs of Haven client groups
- Supporting the development of effective partnerships and collaborations which secure income generation targets to ensure financial sustainability of all Haven services

The post holder will develop and implement a comprehensive strategy which aligns with the following key elements of a community engagement framework: information giving, consultation, involvement, acting together and supporting.

Main Duties & Responsibilities

- Reporting directly to The Service Development Co-ordinator, work collaboratively with Haven staff and volunteers to implement community engagement initiatives, aligned to the current business development plan, which support incremental growth, continuous improvement and financial sustainability of services, to meet the needs of Haven clients.
- Project manage the 'Engage and Inspire' programme, including line management of the project administrator, ensuring effective development and implementation of the project and that all funder outcomes are achieved within defined timescales and budget limits.
- Maintain local and current information to support community engagement activities, including demographics, service mapping, local and national commissioning priorities, internal statistics and evaluation data
- Develop and implement systems, guidelines and protocols that promote good practice in and provide evidence of service user involvement in influencing the development of services
- Develop and implement systems and programmes of work which ensure engagement with a comprehensive range of stakeholders: community members, community groups, public and private sector organisations to support strategic partnerships, income generation and financial sustainability.
- Develop and implement systems, guidelines and protocols for community engagement activities that promote inclusion and diversity, ensuring that monitoring systems are in place to evidence such involvement.

- Build effective long term relationships with a range of stakeholders, including statutory organisations, corporate and community partners, to further the aims of The Haven and development of accessible and equitable services.
- Ensure that community engagement activities encompass opportunities for volunteers and, in line with The Haven ethos, promote volunteering as a valued activity.
- Analyse and interpret the findings of the engagement activity and produce reports and briefing papers for the Board of Directors, CEO and Service Development Co-ordinator as required.
- Comply with all Haven policies, including Health and Safety and Child Protection and attend and actively participate in staff training, team meetings and clinical supervision sessions
- Complete an annual Objectives and Personal Development Plan in consultation with the Service Development Co-ordinator and participate in performance reviews.
- Risk assess The Haven's community engagement activities and ensure that accurate statistical and financial records and databases are maintained and that all activities are conducted in line with legal and ethical frameworks and all Haven policies
- Ensure that The Haven is seen in a positive and professional light at all times

Location: The post will be based at The Haven centre in Forth but the post holder will be required to travel across Clydesdale, South Lanarkshire and North Lanarkshire Leader areas to meet the needs of the role and the organisation. Car driver/own car essential.

Hours: Working hours are 37.5 per week – flexibility in hours worked may be required to meet the needs of the role. Overtime is not payable.

Line Manager: The post-holder will report directly to The Service Development Co-ordinator and will be expected to work collaboratively and effectively with all Haven personnel.

General: In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures. The Haven operates a no smoking policy to which the post holder will be expected to adhere when on The Haven business. This job description is not exhaustive and is subject to change in conjunction with the post holder.

The Haven: Person Specification: Community Engagement Co-ordinator

Attribute	Essential (E); Desirable (D)
Qualifications & Training	<ul style="list-style-type: none"> • Educated to degree level or equivalent experience in a relevant field (business development, communications, marketing) (E) • Evidence of continuous personal and professional development (E) • Competence in IT & Microsoft packages (E) • Current driving licence and use of own car (D)
Experience	<ul style="list-style-type: none"> • Experience and effectiveness in developing community engagement, communications and marketing campaigns in a healthcare environment (E) • Experience and effectiveness in developing engagement programmes which support financial sustainability and income generation (E) • Experience and effectiveness in project management (E) • Experience of working within a multidisciplinary team (E) • Experience of line management of staff(D) • Experience of working in voluntary healthcare sector (D) • Experience of working with volunteers (D)
Knowledge, skills and attributes	<ul style="list-style-type: none"> • Knowledge of marketing, community engagement and communications within a health or social care setting (E) • Knowledge of ethical guidelines and legal considerations in the development and implementation of communications activities within a voluntary health or social care setting (E) • An understanding of and alignment with the ethos and culture of The Haven (E) • An understanding of the needs of Haven clients (E) • Understanding of the voluntary sector environment (E)
Personal attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills (E) • Excellent verbal and written communication skills (E) • Self motivated and able to work independently and as part of a team (E) • Able to manage a diverse workload (E) • Able to adapt to and manage change (E) • Good time management and attention to detail (E) • Creativity (E) • Commitment to excellence & continuous improvement (E)

Applications in the form of a skills based CV and supporting letter to:

June Sutherland (Service Manager)

The Haven

Blantyre Health Centre

Victoria Street

Blantyre G72 0BS

or by

email info@thehavencentre.com mark this for the attention of June Sutherland (Service Manager)

Closing date: 12 noon Monday 11th December

Shortlisted candidates will be invited to attend an interview on the **14th December 2017**. Each candidate will be required to give a presentation demonstrating how they would develop a project plan to meet the key objectives of the role.

