



Engage and Inspire Project Officer

Full Time 37.5 hrs/wk (Fixed term contract 22 months)

Initial salary £22,440 - £29,034. 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 the attainment of the King's Fund/GSK IMPACT Award and the Queen's Award for Voluntary Service.

In April 2017 a brand new custom designed building opened in Forth with the aim, via a 3 year development plan (2018-21), of becoming a vibrant hub from which to deliver an increased range and number of Haven services to families across rural Clydesdale. The Engage and Inspire project is a community engagement and communications project and will take both a strategic and hands on approach to developing relationships with community stakeholders in order to meet this objective.

The Engage and Inspire Project Officer will work under the direction of the Engage and Inspire Community Engagement Co-ordinator to support the development and delivery of 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

'Engage and Inspire' offers the potential for a highly motivated, compassionate and empathetic individual to join our multidisciplinary team to work on the development and successful delivery of this project and associated outcomes. There is tremendous scope for the post holder to develop this role to ensure that all families affected by life limiting illnesses are aware of The Haven and the support it can provide to them and to ensure that services are sustained for the future.

The post will be based within The Haven Centre at Forth.

*The Haven, 36 Manse Road, Forth, ML11 8AJ
Tel: 01555-811846 www.thehavencentre.com*





Role Specification:

Accountable to The Engage and Inspire Community Engagement Co-ordinator, the post holder will contribute to the overall management of the Engage and Inspire project by providing administrative support, maintaining effective systems and processes, supporting the communications and marketing activity, engaging with local businesses and community groups to inspire them to support The Haven and plan and manage events which will contribute to achieving the project outcomes, including financial targets.

It is essential that the post holder has excellent verbal and written communication skills and has the ability to work autonomously and to use own initiative to independently resolve day to day challenges. The post holder should also be proficient in MS Office packages.

Duties and Responsibilities:

Community Engagement

- Work closely with local communities and organisations to build their understanding of The Haven and the services offered and ensure services are developed to meet local needs (e.g. roadshows, focus groups and community surveys)
- Along with the Engage and Inspire Community Engagement Co-ordinator, be the front face of the organisation in the LEADER LAG area (Clydesdale and rural North Lanarkshire) and be the key point of contact for local people looking to offer their support
- Contribute to the development, production and distribution of communications leaflets and materials, ensuring the key messages are always used
- Contribute to the social media content plan
- Liaise with and provide information to health and social care professionals, statutory and voluntary sector organisations and community groups as required
- Maintain effective communication with the Engage and Inspire Community Engagement Co-ordinator, clients, carers, professionals, volunteers, Haven management and partner organisations to ensure seamless service delivery

Financial Sustainability

- Support the development and delivery of a range of community engagement and consultation events which raise awareness of The Haven and support income generation
- Plan and deliver key Haven events throughout the year which will contribute to the financial sustainability of the organisation by generating unrestricted income
- Support members of local communities to develop their own initiatives in aid of The Haven which contribute to the financial sustainability of services

Project management

- Work with the Engage and Inspire Community Engagement Co-ordinator to ensure effective development and management of the project

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- Organise, attend and minute meetings such as, steering group meetings, learn and share events and training sessions for project personnel
- Participate in the development and implementation of administrative systems which ensure adequate project records are maintained and that all relevant information is documented
- Ensure that adequate systems and processes are developed and maintained to record and monitor all financial transactions pertaining to the Engage and Inspire project
- Contribute to the production of reports on a regular basis to the Engage and Inspire Community Engagement Co-ordinator and to project funders which monitor progress and demonstrate the effectiveness of the service

Personal

- Work collaboratively as an effective team member within and across The Haven multidisciplinary teams
- Maintain a Personal Development Plan, which ensures updating of skills and knowledge in accordance with organisational requirements and be accountable for his/her actions
- 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 may be required to travel across Clydesdale, South Lanarkshire and North Lanarkshire LEADER areas to meet the needs of the role and the organisation.

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 Community Engagement 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.

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Person Specification:

	Essential	Desirable
Qualifications & Training		
Educated to Degree level or equivalent experience	Y	
Skills, Ability, Knowledge		
Excellent communication skills	Y	
Excellent IT skills	Y	
Ability to work quickly and to deadlines when required	Y	
Ability to manage a diverse workload	Y	
Proficient in Microsoft packages	Y	
Creative approach in identifying opportunities for community engagement and financial sustainability	Y	
Knowledge of social media	Y	
Understanding of different sectors – public, private and voluntary	Y	
Understanding of and alignment with The Haven ethos and culture	Y	
Experience		
Experience in a communications or marketing role (intern or work experience acceptable)	Y	
Experience in organising events	Y	
Personal Qualities		
An understanding of and alignment of the organisations aims and values	Y	
Organised and a good time manager	Y	
Enjoys working as part of a team, flexible in approach with a positive attitude towards volunteers	Y	
Ability to communicate effectively with local communities, businesses, healthcare professionals, volunteers and clients	Y	
Target and outcome focused	Y	
A high degree of personal motivation	Y	
Full driving licence and access to own car	Y	

Applications in the form of a supporting letter that outlines why you are applying for the post, your relevant skills and experience and the personal qualities you would bring to the role (up to 2 A4 pages), and in addition a skills based CV to:

HR Department - Mark this for the attention of (June Sutherland – Service Manager)
 The Haven
 Blantyre Health Centre
 Victoria Street
 Blantyre
 G72 0BS

Or by email: recruitment@thehavencentre.com

Closing date: 12 noon, on Monday 24th September 2018

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