

JOB DESCRIPTION

Job Details:	
Job Title:	Community Engagement Lead (12-month fixed term)
Grade:	Band 5
Department:	Community Palliative Care Team
Directorate:	Care Services
Reporting to:	Community Palliative Care Team Lead (exact lead to be advised)
Responsible for:	Community engagement and support for co-production across Wiltshire, BANES & Somerset
Location:	Your normal place of work is Winsley . Your role will require frequent travel to locations within the Dorothy House geography. This includes frequent travel to and within locations in Wiltshire, Bath & North East Somerset & Somerset.

Job Summary / Main Purpose:

- To support an *'Asset Based Community Development' approach with all internal and external stakeholders to co-produce sustainable solutions to current and future health and wellbeing challenges.
- To work with the Community Volunteer Coordinator to continually develop a local volunteer service through a process of co-production with external providers in response to local needs
- To work collaboratively with other external and internal organisations within the locality, including DH shops and fundraising groups, colleagues across the other localities and centrally based specialist teams including bereavement, day services, spiritual care and therapeutic support.
- To support volunteer recruitment for all areas of DH by promoting the full range of volunteer opportunities and to nurture strong links between volunteers in retail, fundraising, the community, the hospice, hospitals and care homes.

* Asset-based community development (ABCD) is a way of working with communities, listening to their needs, focussing on community strengths and assets rather than on deficits and problems.

Principal Duties and Responsibilities

Community Engagement

- To continually develop detailed knowledge of community assets, map these and stakeholders within localities, identifying and building a picture of what already exists in communities.
- To act as an ambassador in the community for Dorothy House, seeking out partnership opportunities and embracing collaboration with other organisations. Actively promoting work/projects alongside raising awareness of hospice services.
- To share knowledge and advice around community assets and stakeholders to empower colleagues across the hospice to support an asset based community development approach to service development.
- Utilise CRM to record and actively manage external stakeholders for the benefit of our patients and family members.
- Source appropriate venues and settings in which community groups can operate, partnering with other organisations as needs be to maximise opportunity.
- Actively seek out new community partnerships and maximise these relationships as appropriate
- Attend, contribute and chair (on a rotational basis) Community of Practice meetings with a view to co-production, engagement and collaboration.
- Attend Health and Wellbeing Boards (5 a year), actively contributing on Dorothy House's behalf and feeding back to hospice colleagues as required.
- Work with internal and external stakeholders to lead or actively contribute to specific projects (ie Veterans Steering Group) that benefit the hospice
- Promote new community groups through our communication channels, attend community events to represent the hospice, open up new relationships/opportunities
- Support the development of Bereavement Help points and Coffee Connection groups in the community by helping with planning & recruiting volunteers and run the Bereavement Support Group Network
- Attend and represent Dorothy House and Community Teams as relevant Steering Groups, networking and fundraising events.

Patient needs

- Attend weekly Multidisciplinary Team meetings to determine patient need and support the determination of how to fill that need
- Receive requests for signposting patients and family members to community assets and to follow these up to conclusion
- Maintain records on SystmOne, complying with GDPR, Caldicott and principles of confidentiality in doing so
- Create and maintain links to Social Prescribers and Link Workers within GP surgeries for the benefit of Dorothy House patients and their family members
- To work with patients, families and carers to assess their needs and work with the Community Volunteer Coordinator to match volunteers appropriately
- To draw upon the Community Volunteer Coordinator and the Workforce Team to ensure the right volunteers are recruited, inducted, trained and supported in the right numbers to deliver services coproduced within communities
- To offer regular support and supervision to volunteers at an appropriate level for their roles e.g. one to one/group and develop a peer support model (to be agreed)
- To support the development, shaping and evolution of the community volunteer model alongside clinical leads.

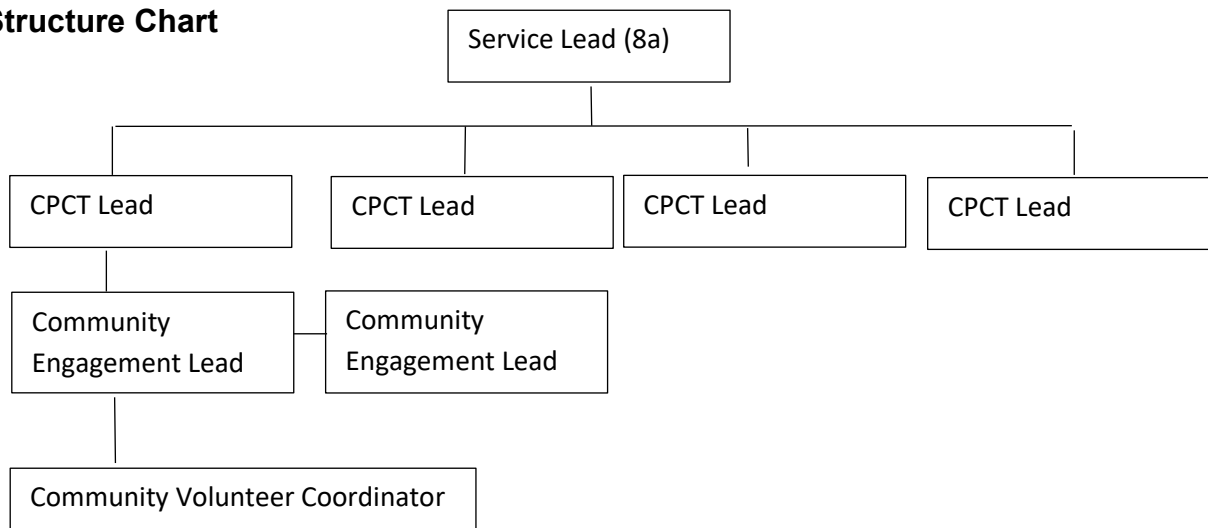
Networking

- To identify and engage with useful networking opportunities relevant to either/both aspects of the role e.g. community forums, events and groups, third sector meetings.
- To collect evidence of outputs e.g. case studies from communities and volunteering to contribute to the evaluation process and lead to positive community led change.

Core Competencies

• Competence	• Level	• Essential	• Desirable
• Communication	• A2	• √	•
	• A3	•	• √
• Achieving Results	• B2	• √	•
	• B3	•	• √
• Stakeholder/Customer Focus	• C2	• √	•
	• C3	•	• √
• Teamwork	• D2	• √	
• Planning and Organising	• E2	• √	•
	• E3	•	• √
• Commercial and Business Awareness	• F2	• √	•
• Leadership	• G2	• √	•
	• G3	•	• √
• Enabling Administration	• H	• √	•

Structure Chart



Contacts

Clinical teams
 Internal network of volunteer 'managers'
 Patients and Families
 Volunteers
 Community representatives and groups
 Volunteer networks / other third sector organisations
 Service providers

Flexible working

Flexible working is required in this role (days/evenings & weekends). Travel is part of the role and therefore a car and clean driving licence are essential.

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification - Mat cover		
Criteria	Essential	Desirable
Experience building relationships across communities or organisations (e.g. partnerships, stakeholder engagement, community groups, or cross-team collaboration)	X	
Demonstrates an ability to engage, influence and communicate effectively with a wide range of people (such as colleagues, volunteers, external partners, patients and families)	X	

<p>Experience supporting or coordinating volunteers, projects or community-based activities (such as organising, guiding or supporting others to deliver set outcomes)</p>	X	
<p>Demonstrates the ability to work proactively and use initiative to develop or improve services, and build partnerships</p>	X	
<p>Experience identifying needs and connecting people to appropriate support, services or opportunities (e.g. signposting, community mapping, social prescribing-style work)</p>	X	
<p>Understanding of community-led approaches that build on local strengths, networks and existing support within communities (e.g. asset-based community development/ABCD)</p>		X
<p>Experience working in health, social care, hospice, voluntary or community sector settings</p>		X
<p>Experience facilitating group events, or co-production activity (e.g. communities, volunteers or partners - to share ideas and shape services, activities or solutions together)</p>		X