

JOB DESCRIPTION: COMMUNITY ENGAGEMENT COORDINATOR
REPORTS TO: COMMUNITY VOLUNTEER/ENGAGEMENT
MANAGER
ACCOUNTABLE TO: HEAD OF VOLUNTEERING
BASED AT: ST ELIZABETH HOSPICE IPSWICH OR GY&W



JOB SUMMARY

To proactively engage with our community, especially groups that face inequalities in end of life care and under-representation within hospice services. Working closely with our colleagues from clinical services, fundraising and volunteering; the Community Engagement Coordinator will play a key outreach role in equipping and empowering communities to improve end of life care experiences and raise awareness of hospice care. The role will focus on building strong relationships to promote positive engagement with the Compassionate Communities programme and hospice services.

The role will include collaborating with the Community Volunteer/Engagement Manager and Head of Inclusion and Development, to deliver compassionate community initiatives; including group work and training within community settings.

KEY RESPONSIBILITIES

- Work alongside the Community Volunteer & Engagement Manager and Head of Inclusion and Development, to assist with the planning and delivery of the compassionate communities programme.
- To coordinate outreach activities and events that build positive relationships, promote engagement and death literacy within diverse communities,
- To identify key contacts, influencers and advocates within diverse communities, including but not limited to ethnically diverse communities, LGBTQ+ communities, the homeless, gypsy and traveller communities, people with learning disabilities, and those living in secure settings.
- Work in partnership with other organisations and members of communities with lived experience, ensuring projects are co-produced to meet the needs of diverse communities.
- Working closely with the Head of Inclusion and Development- provide vital insights and opportunities for the transformation of clinical services; to improve access and experiences of those currently under-represented within our services.
- To establish, coordinate and deliver both the No Barriers Here Project (arts-based advance care planning community group programme) and the Larch Group (schools project).
- Help deliver compassionate conversations and compassionate workplace awareness training.
- To support the expansion of the bereavement 'Walk-On' volunteer led provision.
- Contribute to the development and delivery of building influential outreach projects that support the hospices presence in rural areas and areas of low social economic status.
- Contribute to shaping the content of digital and face-to-face outreach initiatives that utilise arts based approaches.

- To manage administration of volunteers you match to projects within your remit.
- To work collaboratively with a wide range of internal and external stakeholders including organisations involved in widening participation.
- To contribute to community asset mapping as part of the compassionate communities initiatives, linking in with our hospice community teams.
- To travel throughout Suffolk, and Great Yarmouth and Waveney areas using own vehicle.
- To keep up to date on hospice services, being able to provide talks and advice, and enabling referrals.
- Ensure that processes and procedures are followed in all cases, and record keeping is robust.
- Contribute to the implementation of the service aims and objectives, work plans, operational policies and procedures in such a way that they contribute to St Elizabeth Hospices strategy and business plan objectives.
- Represent St Elizabeth Hospice at relevant external meetings as required.
- To contribute to grant applications and other income generation opportunities.
- The post holder will be expected to work flexibly, including occasional weekends and evenings.

Management Information

- To collate data as and when required in order for Head of Volunteering, Community Volunteer & Engagement Manager and Head of Inclusion and Development to evaluate and comment on outreach delivery;
- Under the supervision of the Community Volunteer & Engagement Manager, assist in the management of systems and paper records as required to provide information for Care Quality Commission;
- To ensure that manual and computerised data is managed within the requirements of the General Data Protection Act.

Volunteer Diversity & Equality

- A mature, thoughtful and proactive approach to the implementation of equal opportunities and management of diversity.

PERSONNEL RESPONSIBILITIES

- To recruit and coordinate volunteers from communities to support both compassionate community initiatives and the wider work of the hospice.
- To support the hospice providing reasonable adjustments and accessible volunteer opportunities as we seek to recruit from diverse communities,
- Identify and facilitate the need for sessional workers and co-facilitators from communities, to meet the engagement and delivery needs of outreach projects; working with the Community Volunteer & Engagement Manager within set budgets.
- To recognise indications of staff stress and to facilitate staff support;
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.
- To participate in the induction of new staff, as required.

EDUCATIONAL RESPONSIBILITIES

- To participate in the Hospice education programme.
- To provide feedback on any training to the wider hospice as appropriate.

PERSONAL DEVELOPMENT

- To develop and maintain a sound understanding of all facets of the work undertaken by St Elizabeth Hospice and the Hospice movement.
- To devise and execute, in conjunction with the Community Volunteer & Engagement Manager, a personal development plan in line with Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

ORGANISATIONAL RESPONSIBILITIES

- To respect at all times, the confidentiality of information covering patients, staff and volunteers.
- To uphold the hospice and individual team values at all times.
- To work at all times within the policies of the Hospice and act within Care Standards at all times.
- To ensure effective use of resources.
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

GENERAL

- Managing risk and compliance, and contributing to the Hospice, meeting internal and external requirements and compliance measures;
- Ensure that the relevant employment law and associated codes of practice, including those relevant to volunteering and recruitment are adhered;
- Because of the special nature of the hospice and its work the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care; to uphold the hospice and individual team values at all times.
- The post holder will be expected to produce work of a high standard and to promote quality at all times.
- Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practise continuous professional development.

THIS IS AN OUTLINE JOB DESCRIPTION AND MAY BE SUBJECT TO CHANGE, ACCORDING TO THE NEEDS OF THE SERVICE, IN CONSULTATION WITH THE POST HOLDER.

**COMMUNITY ENGAGEMENT COORDINATOR
PERSON SPECIFICATION**

| Requirement | Essential/Desirable |
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| <p>Qualifications & Training</p> <ul style="list-style-type: none"> • Educated to Graduate level or equivalent, alternatively have proven work experience with transferable skills • Able to demonstrate excellent standard of literacy and numeracy • Producing reports/spreadsheets • Own car and clean driving licence – ability to travel | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> |
| <p>Knowledge & Experience</p> <ul style="list-style-type: none"> • A background in either Health or Community Development • Experience in working in an engagement/outreach environment with diverse communities. • Ability to adapt to frequently changing priorities and demands throughout the day • Experience of asset and skills mapping at a community level • Knowledge of local services and activities to support end of life/compassionate communities • Experience of working with voluntary and community organisations • Knowledge and experience of palliative and end of life care, bereavement support and the hospice movement | <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> |
| <p>Specific Skills</p> <ul style="list-style-type: none"> • Excellent MS Office skills to include Word, Excel, PowerPoint and Outlook, with the ability to investigate data systems and produce reports • Experience in supporting complex projects or programmes of work, including effectively mobilising new initiatives • Marketing/PR/Events • Excellent verbal and written skills • Ability to influence, persuade and negotiate • Working in a volunteer environment | <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> |

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| <ul style="list-style-type: none"> • Excellent presentation and communication skills • Attention to detail • Experience of partnership working and the ability to develop sustainable relationships with key bodies and individuals • Experience in persuading stakeholders of the importance of projects including negotiating and motivating others and linking in with other initiatives to develop options for long term sustainability of projects • Able to translate complex information into clear reports, and emails and give presentations to achieve results. | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> |
| <p>Personal Qualities</p> <ul style="list-style-type: none"> • Able to use own initiative and work without close supervision • Highly motivated • Excellent organisation skills with the ability to multi-task, think on feet and cope with pressure • Approachable, reliable, tactful and diplomatic • To be able to work flexibly to meet the needs of the business • A creative and innovative thinker, delivers practicable solutions • Strong planning & organising, analytical and interpersonal skills • Proven track record in developing, engaging and maintaining good collaborative working relationships, with a diverse range of people, organisations and communities • Own transport and current driving licence • Excellent presentation skills and the ability to share and disseminate knowledge and learning in a range of different settings • Excellent communication skills, both verbal and written, including the ability to persuade, influence and motivate others • Ability to deliver training, workshops, organising and running events and campaigns | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> |

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| <ul style="list-style-type: none"> • Ability to promote the Compassionate Community approach locally, regionally and nationally | Essential |
| <ul style="list-style-type: none"> • Ability to use and create social media pages and accounts (Facebook, Twitter (X), and Linked-In) | Essential |

O U R V A L U E S



st Elizabeth Hospice . org . uk