



## **JOB DESCRIPTION: Community Engagement Manager**

**Salary:** Mulberry Band Foxglove £38,264-£45,731

**Hours:** Full-time (37.5hrs/week, 0.9 FTE considered), 12 month fixed contract - maternity cover

**Location:** Hospice-based with a requirement for frequent travel across Trinity's catchment. Requirement to be based from the hospice with options for some working from home to be discussed with the successful candidate.

**Responsible to:** Associate Director of Communications and Engagement

**Responsible for:** Community Engagement Officer, Compassionate Neighbours volunteers

### **Main job purpose**

The Community Engagement Manager, together with the Community Engagement Officer are responsible for the Community Engagement function at Royal Trinity Hospice.

The post holder will be responsible for recruiting, training and supporting local people who can contribute to the success of Trinity's Compassionate Neighbours programme and wider Community Engagement work, establishing partnerships that will support the team's objectives to reach more people from the diverse communities.

### **Key duties and responsibilities**

- Lead the Community Engagement team
- Lead Trinity's Compassionate Neighbours project, which aims to reduce social isolation among people at the end of their lives.
- Recruit, train, supervise and support volunteers to become Compassionate Neighbours.
- Drive the development and distribution of Trinity's Community Engagement toolkit by building relationships and partnerships, delivering training and being an ambassador for the hospice.
- Work with local communities to improve literacy and confidence in talking about death, dying and bereavement.
- Line-manage the Community Engagement Officer who has day-to-day responsibility for administering the Compassionate Neighbours project.
- Collaboratively deliver a programme of community engagement events at the hospice.

### **Communication and relationships**

- Facilitate workshops, focus groups and training to suit the requirements of our community members.

- Work collaboratively with end of life and palliative care experts internally to deliver training and information sessions aimed at improving confidence in talking about death, dying and bereavement and advance care planning.
- Develop relationships with stakeholders throughout Trinity's catchment area to ensure greater engagement across the diverse communities Trinity serves.
- Promote 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.
- Promote Trinity's community engagement offer to the public, community and faith groups, organisations and charities working with an ageing population and/or seeking to combat isolation and loneliness among the population.
- Build sustainable relationships with the communities, community leaders and networks on behalf of Trinity.

### **Knowledge, training and experience**

- Project management experience.
- Training and facilitation experience.
- Volunteer management experience.
- A strong knowledge of community engagement principles.
- Comfortable working independently and also an excellent team player, able to bring together Trinity staff and other stakeholders to work effectively.
- Experience of safeguarding and/or working with vulnerable people.

### **Analytical and judgement skills**

- To collect and collate data for the evaluation of the project using both quantitative and qualitative methods, based on Trinity's community engagement impact framework.
- Make decisions about suitability for involvement/engagement with the Compassionate Neighbours project including escalating safeguarding concerns.
- Carry out assessment visits in people's homes and match the beneficiaries to the volunteers.

### **Planning and organisational skills**

- Contribute to the delivery of the Communications and Engagement strategy.
- Play a key role in contributing ideas to grow the community engagement function.

### **Physical skills**

- Good standard of keyboard skills.
- Able to travel within the catchment area frequently.
- Able to travel to external meetings frequently.
- Undertake moving and handling in line with policy and training when required.

### **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 inform future work.

- 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 Associate Director of Communications and Engagement, the Volunteering Manager, Head of Patient and Family Support 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.

### **Financial / physical resources**

- Manage budgets for events, training and marketing requirements as necessary.
- Contribute to the budget setting process.

### **Staff / human resources / leadership / training**

- Recruit and train new volunteers as Compassionate Neighbours, support the Community Engagement Officer to match them with those referred and ensuring that a system is in place to support them.
- Line manage the Community Engagement Officer.

### **Information resources**

- Maintain excellent record-keeping processes.

### **Research and development**

- Maintain a good knowledge of community engagement and community development best practice.

### **Freedom to act**

- Identify own learning and development needs to meet the key requirements of the post.
- Ask for help when needed.

### **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 agreed 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**

**Community Engagement Manager**

<b>CRITERIA RELEVANT TO ROLE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW ASSESSED</b>
QUALIFICATIONS		Experience in a palliative care setting  Community engagement/community development qualification  Social care, community or equivalent experience  Project management qualification	
SPECIFIC COMPETENCIES FOR ROLE	Experience of community engagement/development similar  Project management experience  Significant experience of delivering training and facilitating groups  Use of IT and data management systems  Working with vulnerable people  Excellent verbal and written communication skills in order to interact with professionals and members of local communities  Ability to partner effectively and influence a range of internal and external stakeholders  Understanding of how isolation can impact		

	<p>emotional and physical health</p> <p>An understanding of, and an ability to promote and implement equal opportunities in all areas of work</p>		
PROFESSIONAL/ SPECIALIST/ FUNCTIONAL EXPERIENCE	<p>Good working knowledge of the principles of community engagement</p> <p>Extensive experience working with volunteers and understanding of the challenges and opportunities of working with volunteers</p>	<p>Working in a healthcare setting</p> <p>Networks in/knowledge of communities and community projects in Trinity's catchment</p> <p>Experience of working with people who face terminal illness</p> <p>Understanding of the multifaceted needs of individuals with life limiting conditions, their families and carers</p>	
VALUES AND BEHAVIOURS	<p>Death literate – confident and comfortable to talk openly and plainly about death and dying</p> <p>We will expect your values and behaviours to mirror those of the hospice</p> <p>Approachable</p> <p>Empathetic</p> <p>Self-motivated and able to motivate</p> <p>Must feel comfortable working with people at the end of life</p>		
SPECIAL REQUIREMENTS	<p>Ability to frequently travel around Trinity's catchment</p>		

	Flexibility to work some evenings and weekends		
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