



**ROYAL
TRINITY
HOSPICE**

Community Engagement Manager (1 year fixed term maternity cover)

**Mulberry PayScale, Grade Foxglove
Recruitment pack**

Salary: £38,264 - £45,731 pa

Hours: 37.5 per week

Contract: 1 year, fixed term maternity cover

About the role

Community Engagement Manager

Thank you for your interest in for this role.

We're looking for a dynamic and enthusiastic Community Engagement Manager who can drive forward Trinity's [vision and values](#) and ensure safe, outstanding care for patients. Royal Trinity Hospice makes a real difference to the lives of people affected by serious long-term conditions and helps set the standard for a wide range of care provided to end of life patients and their families.

By coming to work at Trinity you'll be joining a dedicated team with a shared ambition to provide the best quality care for our patients, helping them to make the best of every moment.

In August 2019 the Care Quality Commission rated our care as Outstanding. We provide our people with the training, personal development and support that they need to do what they do best, to learn, and grow. Most of our team tells us that they feel proud, valued, respected and inspired working at Trinity. If you choose to apply to join us, we hope you will share our commitment to excellence, continuous improvement and development.

We are renowned for our patient-centred care and have a highly skilled well established friendly team. If you are looking for a new opportunity and are passionate about delivering great care and support to people wherever they call home then this could be the perfect fit for you.

Royal Trinity Hospice is based in an enviable location in the heart of our beautiful grounds in the hospice on the edge of Clapham Common. We offer great training, support and development to our staff throughout their career with us in addition to an attractive benefits package.

You will find more details in the rest of this pack and in the job description/person specification document. If you would like to know more or arrange an informal visit, please get in touch using the details at the back of the pack.



About the role

Responsibilities of a Community Engagement Manager at Trinity

- 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.
- 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.

About the role

Skills and experience required

- experience in a community engagement/community action role or similar with a good working knowledge of the principles of community engagement;
- project management and volunteer management experience;
- experience developing and delivering training, with excellent facilitation, communication and influencing skills;
- experience running projects that involve working with vulnerable people, ideally with an advanced understanding of safeguarding;
- experience developing partnerships with a range of community leaders and groups;
- a good understanding of the ways in which social isolation and loneliness can impact emotional and physical health;
- the passion, skills, creativity and cultural competency to successfully drive forward the community engagement function.

About Trinity

- Royal Trinity Hospice is the oldest hospice in the country, founded in 1891.
- Today, Trinity is the specialist end of life care provider for a community of around 750,000 people living in seven central London boroughs.
- We care for adults with progressive, life-limiting illnesses, helping them to live life to the full for whatever time may be left, and we also support their families in bereavement
- Last year, it cost us £16 million to deliver our care, of which only a quarter came from the NHS. We rely on donations and our charity shops to raise the rest of the funds we need every year to continue our service
- We have seen significant growth in our patient numbers in recent years reflecting both growing demand and our determination to meet it.



In 2023/24 we provided:

- Care for 2,400 patients, over 6% more patients than the year before
- In total, 2,843 patients, carers and family members directly received our care and support
- At any one time we were caring for 650 patients
- 2,384 patients received care in their own homes, which is where over 85% of our patients receive their care
- The Community Nursing team made 2,435 home visits, which was more than double the number of visits they made the previous year
- 324 patients received care in the inpatient unit
- 572 patients received physiotherapy, occupational therapy, complementary therapy or dietetic support in the hospice and in the community.
- 235 people benefitted from 1,503 bereavement support sessions and 389 people attended a bereavement event
- 413 carers received psychosocial or spiritual support
- 110 patients living in Wandsworth were supported by the Royal Trinity Carers and 483 received care coordination support.
- The youngest patient we cared for was 29 and the oldest was 106.
- 97% of respondents would recommend us to friends and family if they needed similar care of support and 99% of respondents felt they were treated with dignity and respect
- We must raise over £13m from fundraising and our shops this year to supplement the funds we receive from the NHS, which only account for about 26% of what it costs to run the hospice annually



The benefits of working at Trinity

- We match Agenda for Change/NHS terms and conditions for maternity, paternity and long-term sickness pay
- Length of service for those joining directly from another CQC regulated organisation (NHS, social care, hospice) is recognised in annual leave, maternity, paternity and long-term sickness pay
- A pension scheme is offered with employer contributions of up to 7.5% or a continuation of your existing NHS pension
- A generous 27 days annual leave increasing to 29 after 5 years and 33 days after 10 years, plus bank holidays (any bank holidays worked will be given back in lieu)
- Cycle to work scheme and interest-free season ticket loans available
- Free eyesight test for DSE users and a contribution towards the cost of glasses
- 25% store discount in Trinity shops
- Life assurance cover
- Lots of opportunities to attend exciting and high-profile events e.g. a staff lottery to attend our regular biannual Gala dinner; participating in Royal visits, and the annual summer garden party
- Regular ballots for donated free tickets and prizes
- Access to courses of free counselling on the phone or face to face



Meet FREDIE

At Trinity, fairness, respect, equality, diversity, inclusion and engagement (FREDIE) are at the heart of everything we do.

We're proud to celebrate the unique things that make our diverse community of patients, colleagues and volunteers who they are. We champion diversity in all that we do and we're passionate about providing an inclusive culture for everyone who walks through our doors.

We hold an Investors in Diversity Award and in 2021 were listed at number 70 in the National Centre for Diversity's index of the Top 100 Most Inclusive Workplaces.

We are proud to be a founding member of the London LGBT Hospices Network and we were the first hospice to march in London Pride, which has now become an annual event for Trinity.



Anti-Racism

➤ In November 2022 we released our Anti-Racism action statement and stated our commitment to becoming a genuinely anti-racist organisation through:

1. Understanding and addressing racial bias
2. Listening, learning and taking action in response to racism
3. Strengthening our accountability

➤ In April 2023 we published our first update on our progress against the commitments we made and highlighted the areas where we still need to take further action

➤ [Read our full Anti-Racism action statement and progress here](#)



How to apply

If you have the skills and experience, we're looking for, please complete the online application here.

<https://www.royaltrinityhospice.london/Pages/Category/jobs>

For an informal chat or visit please contact Polly Balsom, Associate Director of Communications and Engagement on 0207 787 1000.

All successful applicants will be subject to DBS, Occupational Health and Reference checks.

We look forward to receiving your application.

Privacy Notice - <https://www.royaltrinityhospice.london/privacy>

