



care • compassion • kindness

JOB DESCRIPTION

JOB TITLE: Community Engagement Officer

HOURS: 30 hours per week

REPORTS TO: Palliative Care Inclusion and Community Partnership Lead

SALARY: £26,000 (FTE)

LOCATION: The Mary Stevens Hospice, 221 Hagley Road, Oldswinford, DY8 2JR.

The nature of the job will require travel within Dudley and the Black Country and evening/ weekend work as required.

JOB PURPOSE:

To engage with the local community and work closely with colleagues to provide a key engagement outreach role to raise awareness about the hospice and its services. The role will focus on building strong community relationships, listening to community members and promoting positive engagement and hospice visibility within the local area.

KEY RESPONSIBILITIES:

1. To identify and establish relationships with community members, healthcare, statutory and voluntary organisations to introduce people to the hospice and its services.
2. Engage with community groups to raise awareness of the hospice and better understand the needs of community members, with a focus on communities who experience inequity accessing care.
3. Deliver community engagement initiatives and projects, aligned with hospice strategic objectives including working with people with lived experience from minoritised community groups and to ensure inclusivity.
4. To act as a hospice ambassador and communicate information about the hospice and its services to local communities and organisations.
5. Scope opportunities to work in collaboration with external organisations to deliver and collaborate on a range of community engagement events and awareness programmes.
6. To be responsible for the monitoring and evaluation of activity and data.
7. Lead on awareness campaigns with the Communications and Marketing Lead.
8. Work alongside hospice colleagues to contribute to, support and disseminate information for other events and activities such as Wills Month, No Barriers Here, Grief Awareness Week and hospice fundraising events.

9. Work collaboratively with all hospice teams to align community engagement efforts with the hospice goals and priorities.
10. Communicate with internal colleagues about engagement events and activities
11. Actively engage in internal and external hospice community events, fundraising, awareness raising activities and public speaking opportunities about the hospice.
12. Seek opportunities and training to understand developments in palliative and end of life care, death, dying and bereavement.
13. Represent Mary Stevens Hospice at external meetings as required.
14. To attend local events representing the hospice which take place throughout the Black Country e.g. open days, engagement stand opportunities, community events.
15. Collect and collate data from events and community engagement initiatives identifying opportunities for improvement.
16. Prepare reports for monitoring processes for the Senior Leadership Team.

CONFIDENTIALITY

Patient and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained.

NO SMOKING

The Hospice has a no smoking policy for staff.

HEALTH AND SAFETY

The Hospice has in place an overall Health & Safety Policy supported by local procedures. It is the responsibility of every employee to be aware and comply with these. To take reasonable care for the health and safety of themselves and of other people who may be affected by their action at work.

NOTE

This document does not attempt to describe all the tasks to be performed, but will indicate the degree of authority, responsibility with discretion required. It will be open to periodic review and as a result, alternations and additions may be made.

All new employees of the Mary Stevens Hospice are subject to a three-month probationary period.

Signed
Post Holder

Signed
CEO

Signed
 Personnel Committee Representative
 (On behalf of the Board of Directors)



Person Specification - Communications and Marketing Lead

	ESSENTIAL	DESIRABLE
KNOWLEDGE, QUALIFICATION & EXPERIENCE	<p>Experience in a community engagement role.</p> <p>Experience of working with community groups.</p> <p>Valid driving licence and access to a vehicle.</p>	<p>Knowledge of local services.</p> <p>Experience of working in a voluntary organisation.</p> <p>Knowledge of the health and social care sector.</p> <p>Knowledge of palliative and end of life care, hospice movement, bereavement, compassionate communities etc.</p> <p>Educated to degree level, or transferable experience.</p>
SKILLS/EXPERIENCE	<p>Effective communicator with excellent interpersonal skills, both verbal and written, in addition to a proactive approach to social media.</p> <p>Experienced public speaker and delivering presentations.</p> <p>A professional, positive and confident manner.</p> <p>Ability to manage various tasks and projects in a timely manner.</p> <p>Excellent MS Office skills including Word, Excel, PowerPoint and Outlook.</p> <p>Ability to develop a range of relationships, including people with lived experience, health and social care workers, voluntary and statutory sector.</p> <p>Proven networking and community engagement skills</p>	

PERSONAL QUALITIES

Commitment to equality, valuing diversity and inclusion and understanding how this applies to own area of work.

Ability to work as part of a team and on own initiative.