



## Role Description

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| <b>Service</b>         | Community Connections                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Job Title</b>       | Community Engagement Lead                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Reports to</b>      | Senior Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Location</b>        | Nankeville Office, Woking (Hybrid)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Hours</b>           | 1 FTE(to be worked flexibly for needs of business)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Salary</b>          | £ 30,000 – 34,000 p.a.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Organisation</b>    | <p><b>Who we are:</b></p> <p>Catalyst Support is a leading Surrey charity dedicated to championing wellness across communities, transforming lives by addressing mental, physical, and emotional health needs.</p> <p>Guided by the belief that wellness is a right for all, Catalyst Support embodies its moto, Supporting Wellness Together, by empowering individuals and communities with innovative, accessible services. With embedded values of kindness, integrity, and commitment, the charity strives to create sustainable, transformative social impact.</p> <p>Through strong partnerships, ethical governance, and initiatives focused on environmental and financial sustainability, Catalyst Support aligns its efforts with national health priorities, embracing the opportunities to lead the way in integrated, preventative, and community-based care.</p>                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Purpose of role</b> | <p>The Community Engagement Lead will strengthen Community Connections' visibility, reach and accessibility across Surrey, helping more people and communities understand, access and shape the service. The role will lead practical community engagement, referral-generation and promotion activity, building relationships with local organisations, community groups and networks and creating routes into Community Connections for people who may not otherwise find support.</p> <p>The post will work closely with Community Connections Team Leaders, frontline staff, the Partnership Programme Lead, Marketing and wider Catalyst Support colleagues to translate local insight into action. It will support a consistent, welcoming presence in communities; coordinate engagement activity and events; strengthen referral pathways; and ensure client and community feedback informs the development of the Community Connections offer.</p> <p>This is a delivery and coordination lead role rather than a line-management post. It will combine visible community presence with organised follow-through, using engagement and referral data to understand what is working, where reach is limited and where targeted action is needed.</p> |

## **Key Responsibilities**

### **1. Community Engagement & Visibility**

- Plan and coordinate a programme of Community Connections engagement activity across Surrey, aligned to service priorities, identified gaps and local need.
- Maintain a visible presence in community settings, local networks, events and relevant forums, promoting Community Connections and making the service easier to understand and access.
- Build practical relationships with community groups, grassroots organisations, social prescribers, primary care, statutory services and other referral sources, escalating strategic partnership opportunities to the appropriate lead.
- Identify communities, locations or groups that are under-represented in referrals or participation and develop targeted engagement activity to improve reach and accessibility.
- Coordinate Community Connections representation at community events, outreach sessions and promotional opportunities, ensuring activity has a clear purpose and follow-up.

### **2. Referral Generation & Access**

- Actively strengthen referral routes into Community Connections, working with colleagues and external organisations to increase appropriate referrals across the service.
- Ensure referrers have clear, current information about the Community Connections offer, eligibility, access routes and referral process.
- Work with the Client Journey Coordinators and Team Leaders to identify referral patterns, gaps, barriers and opportunities and agree targeted action.
- Support the implementation and ongoing promotion of the single Community Connections referral route and consistent service messaging.
- Follow up engagement activity to understand whether it is generating appropriate enquiries, referrals and participation rather than measuring activity alone.

### **3. Client & Community Voice**

- Create accessible opportunities for people using Community Connections, carers and local communities to provide feedback on access, experience and the service offer.
- Work with colleagues to ensure feedback, compliments, concerns and engagement insight are captured, themed and used to inform service improvement.
- Support co-production and involvement activity where appropriate, ensuring participation is purposeful and feedback loops are closed.
- Bring community insight into service planning, offer development and Community Connections improvement activity.

### **4. Communications, Promotion & Offer Awareness**

- Work closely with Marketing and service colleagues to ensure Community Connections information is accurate, accessible, current and consistent across channels.
- Coordinate practical promotion of groups, activities, referral routes and new opportunities, including supporting local campaigns and targeted communications.
- Maintain an up-to-date working understanding of the Community Connections offer so that external messaging reflects what is actually available.
- Support teams to communicate the offer consistently and identify where additional materials, information or promotion are needed.

### **5. Performance, Learning & Improvement**

- Maintain a simple engagement plan and activity record, with clear actions, owners and follow-up.
- Use referral, attendance, demographic and engagement information with Data and service colleagues to assess reach and identify areas requiring action.

- Provide concise updates on engagement activity, outcomes, barriers and next steps for service management and the Community Connections Improvement Programme.
- Complete agreed improvement actions within timescale and escalate dependencies early where delivery is at risk.
- Contribute to the ongoing development of a responsive, inclusive and sustainable Community Connections offer.

## **6. Risk Management and Safeguarding**

- Work in accordance with Catalyst Support safeguarding, lone-working, information governance, health and safety and risk-management requirements.
- Recognise and respond appropriately to safeguarding or wellbeing concerns arising through community engagement, following agreed reporting and escalation routes.
- Ensure engagement activity is planned safely and accessibly, with appropriate consideration of venue, lone working, boundaries and inclusion.
- Maintain professional boundaries and appropriate handling of personal information when engaging with clients, communities and external organisations.

## **7. Partnership Working & Leadership Contribution**

- Work closely with the Partnership Programme Lead so that community relationships, formal partner arrangements and service-development activity are coordinated rather than duplicated.
- Contribute positively to Community Connections team and improvement meetings, bringing insight, solutions and clear follow-through.
- Model Catalyst Support ways of working through clear accountability, communication and coordination, learning and improvement, and leading together.
- Carry out other responsibilities appropriate to the level of the role and reasonably required to support Community Connections and Catalyst Support objectives.

## **Person Specification**

### **Qualifications & Experience**

#### **Essential**

- Experience of community engagement, outreach, community development, health/wellbeing services or a related area.
- Experience of building effective working relationships with community organisations, professionals, local networks and people using services.
- Experience of planning and delivering engagement, outreach, events or promotional activity and following activity through to measurable outcomes.
- Experience of working with people from a range of backgrounds and communities, including people who may experience barriers to accessing services.
- Ability to organise a varied workload, coordinate activity across different locations and meet agreed deadlines.
- Experience of contributing to service improvement or using feedback/insight to improve delivery.

#### **Desirable**

- Experience within mental health, wellbeing, social care or VCSE services.
- Experience of co-production, client involvement or community-led service development.
- Experience of using referral, attendance or demographic information to target engagement activity.
- Knowledge of Surrey communities, local networks and the VCSE landscape.

### **Knowledge & Skills**

- Strong interpersonal, presentation and communication skills, with the confidence to engage individuals, community groups and professionals.
- Understanding of inclusive and accessible community engagement and the barriers that can prevent people accessing support.
- Ability to turn relationships and conversations into clear actions and sustained referral/access routes.
- Ability to use basic data and qualitative feedback to identify patterns, gaps and opportunities.
- Good written communication and accurate record keeping, with confidence using Microsoft 365 and service systems.
- Understanding of confidentiality, information sharing, professional boundaries and safeguarding.
- Collaborative approach with the ability to work across teams without duplicating or bypassing agreed relationship ownership.

### **Additional Requirements**

- Ability to travel regularly across Surrey and work flexibly across community settings.
- Ability to work occasional evenings or weekends where community engagement activity requires it.
- Commitment to equality, diversity, inclusion, trauma-responsive practice and reducing barriers to support.
- Ability to maintain a purposeful and professional presence when representing Catalyst Support externally.

### **Equal Opportunities Statement**

We acknowledge the unique contribution that all Catalyst employees, volunteers and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

We recognise the value of lived experience and the unique perspectives that people bring, and we actively encourage applications from women from diverse backgrounds.

All appointments are based on merit and no applicant or volunteer will be treated unfairly or discriminated against. All employees and volunteers have equal access to development.

Any employee or volunteer who breaches this policy may be subject of grievance and/or disciplinary procedures.

**This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.**

Catalyst Support is committed to providing reasonable adjustments throughout the recruitment process and in employment. Please let us know if you require any adjustments to support your application.

Amendments: This role description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a period of consultation.