

Job description

Job title: Outreach and Engagement Officer

Responsible to: Client Journey Manager

Job Purpose:

To promote Age UK Doncaster's diverse range of offers and support people with initial information. There will be a focus on our new Keep in Mind Partnership, working with colleagues to make operational and embed as part of the Doncaster Dementia Pathway. Building up a wealth of knowledge of what's on offer in each locality to support identification of gaps in provision. Ensuring appropriate information and messaging is used to embed pathways and services into localities will be key for people to easily access the support they need. Developing relationships and regular engagement with key stakeholders and professionals will increase knowledge around what's available and increase referral into vital services.

Main Duties

1. Regular presence within locality places including GP practices, family hubs, care homes, hospital, virtual wards and local businesses
2. Engagement within partner services promoting the whole pathway, offering information at the right time including promotion of your life Doncaster and carers wellbeing service
3. Capture life stories from people with lived experience
4. Facilitate focus groups
5. Embed into local communities to build trust, improve reach and identify localised need.
6. Promote services to men and LGBTQ+ community who are typically under-utilising.
7. Produce reports around KPI's, monitoring data and case studies
8. To contribute to the wider life of the charity in line with its vision, mission and values.
9. Any other reasonable duties which may from time to time be required in line with the job purpose.

Hours of work: 35 hours per week, Monday to Friday between the hours of 8.30am to 6pm. Flexibility is required for this post as some evening and weekend work will be required as part of a 6-month pilot.

Salary: £22,880 per annum

Benefits:

- Flexible working opportunities within the scope of service delivery,
- Access to counselling, legal, financial and wellbeing advice for you and some family members through our Health Assured Employee Assistance Programme,
- Company sick pay,
- Automatic enrolment into the workplace pension scheme at 3% employer contribution,
- Starting annual leave entitlement of 23 days plus bank holidays for FTE.

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