

## Job Description

<b>Job Title:</b>	Community Engagement & Projects Officer
<b>Line Managed by:</b>	Head of Community Engagement & Projects
<b>Salary:</b>	£25,605-£28,470 per annum
<b>Hours:</b>	37 hours a week
<b>Holidays:</b>	29 days plus Bank holidays, plus a special wellbeing day per year
<b>Contract Type:</b>	Permanent
<b>Location:</b>	Hybrid working from home and the office base at Byron Business Centre, Hucknall as required

### Healthwatch Nottingham and Nottinghamshire

Healthwatch Nottingham & Nottinghamshire (HWNN) is the independent patient and public champion that has a statutory responsibility to hold local health and social care services accountable to their communities for the services they commission and provide. Our mission is to champion excellent health and social care for communities, especially those whose voice is not heard.

We are a values led organisation:

#### Our values

1. INCLUSION – we acknowledge and value difference where all voices can be heard
2. COMPASSION – we listen to, and care about, people's experiences and want to make a positive change
3. INTEGRITY – we are open, honest and reliable.

### Community Engagement & Projects Officer

Being a member of the community engagement and projects team, this role is to support the implementation of our ambition to develop the organisation for greater impact and long-term sustainability, with a transformed approach to how communities are empowered to have a voice. The post holder will have a particular focus on supporting and working with prioritised communities in Nottingham and Nottinghamshire.

#### Purpose

The role of the Community Engagement and Projects Officer is to:

- Deliver a range of innovative and effective approaches to empowering local communities to have a voice
- Develop and maintain strong and meaningful partnerships with community groups and organisations to enhance our impact and effectiveness
- Lead and organise outreach and engagement activities across Nottingham and Nottinghamshire
- Promote HWNN among partners and communities, particularly with research activity and what matters to local people
- Undertake impactful reporting of insights and intelligence from our communities within the context of national and local policy

## **Responsibilities**

### **1. Community Engagement and Community Development**

Delivering a range of innovative and effective approaches to empowering local people and communities to have a voice, especially those whose voice is not often heard or represented:

- Conduct active outreach and engagement with local communities including exploring creative and innovative ways to engage
- Actively seek out and engage community groups who are traditionally marginalised
- Use a range of different methods and techniques for engagement as appropriate
- Follow a co-production approach to engagement and community development
- Build and maintain relationships with new and existing groups and networks within Nottingham and Nottinghamshire
- Manage and coordinate attendance at events with statutory and voluntary sector stakeholders, developing our own engagement events/activities as appropriate.
- Provide content that can be shared on social media and other communication channels as required

Working with the Comms Officer, ensure that:

- Outreach and engagement activity is planned and promoted in ways that is inclusive and reflective of all voices of the diverse community we serve.

- Outreach and engagement activity has a high profile in Nottingham and Nottinghamshire, promoting its positive impact for communities involved

## **2. Projects**

Ensure that robust and effective systems are in place to capture, analyse and report on local communities' experience, insights and intelligence, including:

- Support the development of a Community Engagement & Project plan for HWNN and deliver this to reach out to local communities, including theme-based programmes of work and other commissioned activities
- Undertaking topic specific project work (both commissioned and 'in house') and report on activity and outcomes
- Design and support community intelligence gathering for projects, for example visits to service providers to interview users, conducting outreach events, developing surveys and questionnaires, organising and conducting focus groups or conducting telephone interviews.
- Support the Projects & Insights Officer to record and analyse community intelligence to provide evidence and insights.
- Deliver high quality and impactful outputs from the work, eg reports, presentations or co-produced outputs
- Monitor the progress of projects against the agreed scope and timescale
- Working with the Head of Community Engagement & Projects, ensure projects fulfil the requirements of legislation around health & safety, data protection and contractual obligations.
- Accurately record the impact of HWNN and the work that it undertakes.

## **3. Community Engagement & Volunteers**

Ensure that HWNN volunteers are supported to deliver best practice specific to the Community Engagement & Projects function, including:

- Provide insights and support to the Volunteer Co-ordinator to recruit appropriate volunteers who will support with Community Engagement & Project tasks.
- Ensure effective oversight of Community Engagement & Projects volunteers and ensure that they are integrated, trained and supported.
- Oversee time limited and ongoing pieces of work involving volunteers
- Be responsible for tasking, supporting and developing the Community Engagement & Projects Team's own 'team' of volunteers in collaboration with and support from the Volunteer Coordinator.

## **4. General**

- Uphold the values and ethos of HWNN
- Take responsibility for own personal development and take part in reviews, appraisals, team meetings, staff development and away days.
- Work as part of the wider HWNN team and support other colleagues as needs arise
- To adhere to all HWNN policies and procedures, including Safeguarding, GDPR and Health and Safety
- Keep abreast of health and care policy developments and services to ensure your knowledge base is up to date to inform your work
- Maintain operating procedures for all key activities
- Demonstrate commitment to equality, diversity and inclusion in all aspects of your work

### **Other requirements**

1. Willing to have a DBS Check as appropriate
2. Must be legally entitled to work in the UK
3. This role will require travel across Nottingham and Nottinghamshire, with occasional requirements to attend national events.
4. Hold a current driving licence with access to a vehicle – highly desirable

*This job description outlines your main tasks and responsibilities, but you may be required to undertake further duties when necessary*

### **Person specification – Community Engagement and Project Officer**

<b>Essential requirements</b>
<b>Qualifications/Experience</b>
Experience of conducting outreach and engagement activities and planning and organising events
Experience of carrying out social research with communities
Experience of analysing evidence and relevant research
Experience of co-designing outputs/reports that present a compelling case, including recommendations
Experience of working with a range of stakeholders, including underrepresented community groups, local authorities, healthcare providers and voluntary sector organisations
Experience of working with and supporting volunteers
Experience of leading a project from start to finish, while working with colleagues and at a pace, to deliver it on time

<b>Knowledge and skills</b>
Ability to manage and develop external relationships with partners and stakeholders including key leads in health and social care
Knowledge of community engagement and community development approaches, and a service user/patient empowerment approach
Working knowledge of qualitative and quantitative research methods and a range of patient and public insight tools, methodologies and techniques
Ability to summarise complex information from a wide range of sources into a simple and accessible format for varied audiences
Excellent communication skills, both oral and written, and the ability to engage and build relationships with a broad range of people, from members of the public to senior managers
Strong organisational and planning skills, the ability to prioritise in the face of competing demands
IT skills including MS Office and social media
<b>Personal attributes</b>
Passionate about empowering communities to have a voice
Creative and innovative
Understanding of and commitment to the values of HWNN
Understanding of and commitment to equality, diversity and inclusion in practice
Able to appropriately influence others
Ability to work flexibly whilst managing conflicting demands and pressures.
Ability to self-manage and prioritise own workload
Proven ability to meet deadlines