

Job Description

Post title:	Community Engagement and Action Officer
Hours of work:	30 hours weekly, flexible hours to be agreed (some evening and weekend working may be required)
Salary:	£34,400 (pro-rata) annually
Contract:	Fixed term until August 2024 (upon completion of a satisfactory 3 month probation period)
Responsible to:	Programmes Director
Location:	Based at Medway Voluntary Action, Chatham; currently hybrid working following satisfactory probationary period

Aims

To deliver the exciting and innovative Community Health Catalyst programme in two specific geographic areas in Medway and Swale.

With the support of locally based Community Activators and VCS Infrastructure organisations, deliver listening activities and co-develop with local people a 'Local Asset Signposting and Solutions Plan' to empower them to achieve their best possible outcomes.

We are looking for a driven, motivated and organised individual, with a passion for working with local communities and who would like to be part of a growing campaign to reduce health inequalities.

The successful candidate will be dynamic and flexible and committed to co-development and design through working alongside communities and people from all walks of life.

Responsibilities

Activation

- Support and monitor Community Activators' delivery of engagement and recruitment activities in their target geographic areas.
- Be a positive role model who supports the team to build good rapport with people within our target geographic areas - especially those who are currently disengaged, inactive or from marginalised communities.
- Ensure community activation objectives/targets are being met by Community Activators.
- Responsible for supporting the implementation of the community health catalyst strategy on the ground.

Listening

- Liaise with local Health decision makers and securing their commitment and appropriate resource to be actively involved in the engagement process ('You said, we did')
- Work with health decision makers to develop the research documents and models
- Undertake a range of engagement and listening activities (e.g. focus groups, interviews, interactive community listening) with the support of the Community Activators.
- Record, collate and share a summary of the listening with Health decision makers
- Based on what has been identified and learned from the listening activities, work in partnership to create a 'Local Asset Signposting and Solutions Plan'.
- Identify and recruit VCS groups to deliver Focus Group sessions through their own networks to support programme listening aims. Connect VCS groups to relevant training (for quality assurance) and payment scheme available through the programme.
- Support Community Activators to identify and remove individual barriers to local people participating in engagement and listening activities. Approve any expense claims in relation to this.

Action

- Work with VCS infrastructure organisations, health stakeholders and the wider VCS to develop 'Local Asset Signposting and Solutions Plans' (a list of possible actions/support that local people can pursue to impact on what they have identified as the most important issues for them during listening activities).
- Deliver the 'Local Asset Signposting and Solutions Plan' to local people and, with the support of Community Activators, encourage and empower them to participate in the opportunities offered.
- Support Community Activators to identify and remove individual barriers to local people participating in the 'Local Asset Signposting and Solutions Plan'. Approve any expense claims in relation to this and approve any VCS payments required for individuals to access clubs/activities etc.
- Identify and support local people and VCS groups to co-develop community chest activities and apply for the available funding to support these.
- Manage the allocation of the community chest funding pot.
- Liaise with health stakeholders to deliver feedback sessions to local people in relation to actions arising based on their feedback during listening and engagement activities.
- Support local residents to measure the impact that activities/initiatives are having on their communities.
- Support residents to access any other relevant community start up training as required.

Quality assurance, monitoring and reporting

1. Ensure quality assurance checks are undertaken in relation to activities and events delivered through the programme.
2. Collate and report on participant's outcome monitoring assessments/surveys.

3. Maintain records in line with programme requirements and key performance indicator criteria.
4. Monitor programme budget in line with MVA guidelines.
5. Create reports as required by funders.

General

1. Line management of Community Activators.
2. Work with the your wider Community Health Catalyst team and hosting organisations to maximise opportunities to meet outcomes and optimise efficiency and effectiveness.
3. To work within the framework defined by the MVA Equal Opportunities, Safeguarding and Health and Safety Policies.
4. To attend support and supervision sessions with your line manager.
5. To attend training relevant to the role and agreed with your line manager.
6. To perform additional duties that fall within the scope of your role as delegated by your line manager or the Chief Executive.

Person Specification

	Essential	Desirable
Experience	Management of a team	Community organising experience
	Experience in monitoring, evaluation and reporting techniques	Quality assurance auditing experience
	Experience of networking effectively with a range of stakeholders	Experience of promoting a new service and engaging a range of potential cross sector stakeholders
	Delivering and reporting on engagement activities	Experience working within health and/or voluntary and community sector
	Project management	
	Supporting co-development and design of activities/initiatives and to present 'the case' for support	
Knowledge	Knowledge of the needs of potential communities we are aiming to recruit to the programme	Knowledge of Population Health Management and Health Inequalities
		Familiarity with the target geographic areas

	Knowledge of varied engagement and listening methods to maximise accessibility	
Skills	Well-developed ICT Skills; able to use a number of software packages	Ability to manipulate data for reporting purposes
	Active listening and analytical skills	Good researching skills
	Excellent written and verbal communication skills, including report writing, presentation skills and negotiating skills.	
	Able to prioritise and manage a complex and varied work load	
Personal	Understanding of equality and diversity	Interest in community development and its value to Medway & Swale
	A genuine interest and commitment to the value of community engagement and empowerment	
	Commitment to quality, responsibility, high work standards and initiative	
	Flexible approach to working hours, and working in a team or individually unsupervised	
	An understanding of confidentiality and data protection	
	Excellent networking and interpersonal skills	
	Self-starter with drive and passion; and an enthusiastic and positive mental attitude	
	Ability to travel independently within the service area	