

# Community Engagement Support Officer Recruiting Information

February 2023



Registered Charity No: 1061116 | Registered Company No: 3305621

## Swindon Carers Centre

### Join Our Team

Join our award-winning, passionate team who are dedicated to providing advice, information, and support to unpaid carers in Swindon, aged 5+.

Swindon Carers Centre is a charitable organisation, established in 1997, which is part of the Carers Trust Network, established to provide help and support to the 21,000 unpaid carers in Swindon. We also work to raise the profile of unpaid carers so carers themselves can have a collective voice in influencing policy makers and service provision.

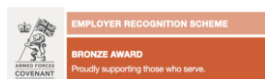
We are determined to provide a high-quality service for all our registered carers, a high-quality working experience for all our staff, and ensure good working relationships with all partners.

We strive towards ensuring our team's working experience at Swindon Carers Centre is positive and rewarding. Our staff are our biggest resource and asset and as such, our teams input into making Swindon Carers Centre a great place to work is crucial and valued.

If you are keen to make a positive impact on our community, are passionate about helping people, and want to be part of a fantastic and supportive team, Swindon Carers Centre is the place to work for you.

Swindon Carers Centre strive to be an equitable organisation and is proactive around equality, diversity, and inclusion. We welcome diversity in the people we provide a service to and in our workforce. Diversity is not just seen as something to aim for but as something to be valued, and an asset in delivering services across all communities in Swindon.

Swindon Carers Centre won the Wiltshire Life Charity of the Year Award 2022. The awards seek to raise the profile and awareness of not just profitable businesses, but also charities and community groups; the younger and older people in our community, and everyone in between; those who seek to put Swindon and Wiltshire on the map, that our towns and businesses can be proud of.



# JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job title:</b>	Community Engagement Support Officer
<b>Reporting to:</b>	Head of Business Development (working with the Community Engagement Officer)
<b>Work base:</b>	Sanford House, Sanford Street, Swindon, SN1 1HE
<b>Hours of work:</b>	15 hours per week (flexible days and hours to include weekends) <b>Contracted until March 31<sup>st</sup> 2024</b>
<b>Job purpose:</b>	To support the Community Engagement Officer on a key project to significantly increase our reach to Asian unpaid carers of all ages. This project is part of a larger national programme called Making Carers Count led by the Carers Trust network. The role focuses on reaching Asian communities in particular as this is the least represented ethnic minority group currently reached by Swindon Carers Centre.
<b>Direct reports:</b>	None

## Specific Tasks

- Support the Community Engagement Officer to build connections with community leaders, community organisations, and unpaid carers in Asian communities in Swindon, to help inform our approach and identify how we could work with them better and support them more effectively.
- Support to recruit volunteer Asian carer 'Community Champions'. These Community Champions could be community leaders or members of the community who may have experience of being a carer themselves whose role is to champion the needs of unpaid carers in their communities, raise awareness of Swindon Carers Centre, encourage unpaid carers to access our services, and support the delivery of community events and activities within their communities.
- Support to establish an Ethnic Minority Carers Co-Production and Engagement Forum to inform Swindon Carers Centre's ways of working and services to be more inclusive. Work with this group on the design of events and activities as part of this project, as well as to include feedback on improving inclusion for ethnic minority communities across the organisation.
- Support our Events team to establish and promote a programme of community events and activities to overcome barriers within Asian communities and increase access to our services. These should be designed with the community and could include information sessions, social events, and peer support groups.
- Work with all Service Delivery teams to allow carers in these communities to access Carer Conversations, support, and signposting in an individualised strength-based way.
- Support the Community Engagement Officer to work with the Grants and Impact Officer(s) to measure the outcomes and impact of the project and improve the monitoring of our reach into ethnic minority communities.
- Participate in and share learning with the Making Carers Count national programme.
- Champion the inclusion of ethnic minority communities within Swindon Carers Centre.

## Relationships

- Work collaboratively as a member of the Carers Support Teams sharing professional knowledge, experience, mutual support, and service development.

- Support other areas of Service Delivery as and when required in a proactive and positive way.
- Support in the production of regular monitoring reports and other ad hoc centre information requirements.
- Work collaboratively with all Swindon Carers Centre staff, volunteers, and students, exchanging professional knowledge, experience, mutual support, and service development.
- Support the Centre in the production of performance reports and other Centre information as required.

### Other

- Assist with the induction of new staff, volunteers, and student placements.
- Contribute to promotion of Swindon Carers Centre activities and campaigns.
- Attend meetings, conferences, and training relevant to the role as required and appropriate.
- Keep informed of new developments and legislation affecting carers.
- Role model the Swindon Carers Centre Behaviours Framework at all times.
- Recognise, support, and embrace the Mission and Values of Swindon Carers Centre.
- Understand and commit to equal opportunities and will take an active role in driving diversity, equity, and inclusion in the organisation.
- Have a commitment to your own personal development, a willingness to participate in individual supervision, and to undertake relevant training opportunities.

### Special Conditions

- Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and adults with care and support needs and expects all staff and volunteers to share this commitment.
- Team working is essential to the smooth running of the organisation. It is the nature of the work that at times, responsibilities and tasks may be unpredictable and varied. Where the occasion arises, staff are expected to work in a flexible way. Any additional duties will normally be compatible with regular working and the need to provide service continuity. If the additional responsibility or task becomes a regular or frequent part of the employee's activities, it will be reviewed to assess whether it should be included in the job description in consultation with the employee.
- A driving license and access to a vehicle, insured for business use, is required for this post.
- Flexible working hours including some evenings and weekends will be required.
- Due to the nature of our work with vulnerable individuals a Basic Disclosure and Barring Service (DBS) is required for this post.
- All staff are expected to:
  - Recognise, support, and embrace the Mission and Values of Swindon Carers Centre.
  - prepare for and participate in regular supervision sessions and the annual appraisal process as part of their performance management, and to support further personal development and training opportunities
  - carry out their duties and responsibilities with due regard to the policies and procedures of Swindon Carers Centre.

## Person Specification

Knowledge, Skills, and Experience	Essential/Desirable
Personal or professional experience and understanding of the challenges and barriers faced by ethnic minority communities (specific knowledge of Asian communities is desirable).	E
Relevant experience of community engagement.	E
Ability to work creatively and on own initiative to achieve outcomes.	E
Ability to establish effective relationships internally and externally.	E
Ability to work sensitively with people from different cultures and backgrounds.	E
Positive and adaptable with a solution focused approach.	E
Demonstrate patience, empathy, trust, and respect for carers.	E
Excellent communication skills, over the telephone, in writing, face-to-face, and presenting.	E
Confident networker with the persistence to strive for improving support to ethnic minority carers.	E
Ability to organise and prioritise own workload and manage time effectively and efficiently.	E
Computer literate and confident in using Microsoft Office including e-mail, internet, and databases.	E
An understanding of and commitment to equal opportunities for carers.	E
An understanding of the importance of confidentiality, Data Protection, and information sharing.	E
Experience of report writing, monitoring, and evaluation.	D
Knowledge and understanding of local services and organisations (statutory and voluntary) and referral processes, relevant to carers circumstances.	D
An understanding of general carers issues and needs.	D
Experience in working with health/social care/voluntary sector.	D
Project management experience.	D
Experience of organising and leading events and group activities.	D
Personal Qualities / Attributes	Essential/Desirable
Multi-lingual (English and Asian languages).	D
Person centered approach to carers with understanding and appreciation of their individual needs.	E
Commitment to service improvement.	E
A positive and flexible / adaptable approach to working practices across the organisation in line with contractual obligations.	E
Recognition of the importance of professional boundaries with carers.	E
Role model behaviours as outlined in the SCC Behaviours Framework.	E

# EMPLOYEE ENTITLEMENTS & BENEFITS

## Annual Leave

All staff are entitled to 25 days paid leave (pro-rata for the first year of service and for part-time staff), rising by 2 working days after 5 years continuous service to 27 days (pro-rata for part-time staff) and by a further 3 days after 10 years continuous service to 30 days (pro-rata for part-time staff).

## Flexibility

Swindon Carers Centre offers employees the opportunity to work flexibly, with a mixture of working from our office location and from your home address.

## Birthday Day Off

All staff are offered a fully paid day off for their birthday.

## Subsidised Parking (limited availability)

Swindon Carers Centre offer subsidised parking for all employees (subject to availability) at Fleming Way car park.

## Refreshments

All staff have access to free refreshments in the office including tea, coffee, and dispenser water.

## Emotional Support Helpline

Swindon Carers Centre offers all staff and their immediate family members (providing they live with the staff member and are over the age of 18) access to a free and confidential counselling service 24 hours a day, 365 days a year.

## Staff Wellbeing

Swindon Carers Centre continuously supports our staff and their wellbeing. We have many policies and procedures in place to help us support everyone in the best way possible. All staff have regular supervisions and annual appraisals to support with workload and wellbeing. We have a Wellbeing Programme which includes a walking group, staff fun days, and much more, to offer further support.

## Health and Fitness

All staff have access to discounted membership rate at Nuffield Health Gym at Greenbridge Retail Park in Swindon.

# HOW TO APPLY

**Community Engagement Support Officer**  
**15 hours per week, Fixed Term Contract until 31<sup>st</sup> March 2024**  
**£21,071 (FTE), pro rata £8,542**

The post holder will work as a member of the Development team to support the Community Engagement Officer on a key project to significantly increase our reach to Asian unpaid carers of all ages. This project is part of a larger national programme called Making Carers Count led by the Carers Trust network. The role focuses on reaching Asian communities in particular as this is the least represented ethnic minority group currently reached by Swindon Carers Centre.

**Closing Date: 6<sup>th</sup> March 2023 at 5pm**

**Please note:** We may bring the closing date forward if we receive a high volume of applications.

**Interviews: Week commencing 13<sup>th</sup> March 2023**

For an informal discussion regarding this role, please contact us on 01793 531133, and ask to speak to Sally Herron, Resources Assistant.

To be considered for this position, you are required to complete the application form available on our website here [www.swindoncarers.org.uk/working-with-us/](http://www.swindoncarers.org.uk/working-with-us/) and outline how you meet the requirements of the job within the job description and person specification using the supporting information section of the application form. You can complete the online application form on our website or download the form.

Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. A Basic Disclosure and Barring Service check will be required for this post.

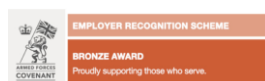
We adhere to a policy promoting equality of opportunity. No CV's. No agencies.

Many of our staff work flexibly in different ways. Please talk to us at interview about the flexibility you need. If you are an unpaid carer, we can discuss how we can help you to balance work and your caring role. We cannot promise to give you exactly what you want, but we do promise not to judge you for asking.

Swindon Carers Centre will retain all unsuccessful applications for 12 months after the date of interview and may contact you during this time regarding future job opportunities. All applications will be destroyed following the 12-month period.

**All information for applicants is available on our website:**

[www.swindoncarers.org.uk/working-with-us](http://www.swindoncarers.org.uk/working-with-us)



# SWINDON CARERS CENTRE

## Our Vision

Creating a community where carers are recognised, valued, and supported.

## Our Mission

To improve the wellbeing of people with caring responsibilities in and around Swindon.

## Our Values

We strive to work in the following way with all people involved in our service:

- Openness: We will work and take decisions in an open and transparent manner
- Accountability: We will take responsibility for what we do and how we do it
- Integrity: We will be principled in our work
- Objectivity: We will act and take decisions impartially and fairly, without discrimination or bias
- Leadership: We will model SCC's values and lead by example in demonstrating organisational behaviours
- Honesty: We will be truthful and reliable
- Selflessness: We will act in the best interests of our carers

## Swindon Carers Centre Policies and Documents

Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment.

[www.swindoncarers.org.uk/safeguarding/](http://www.swindoncarers.org.uk/safeguarding/)

Swindon Carers Centre strives to be an equitable organisation and recognise equality, diversity, and equity. We welcome diversity in the people we provide a service to and in our workforce. Diversity is not just seen as something to aim for but as something to be valued and an asset in delivering services to different people. We adhere to a policy promoting equality of opportunity.

All staff, volunteers and trustees of Swindon Carers Centre are required to have a Disclosure and Barring Service Check carried out.

## Disability Confident Committed Employer

As a Disability Confident Committed Employer, we have committed to:

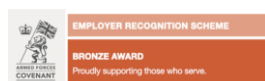
- ensure our recruitment process is inclusive and accessible
- communicating and promoting vacancies
- offering an interview to disabled people who meet the minimum criteria for the job
- anticipating and providing reasonable adjustments as required
- supporting any existing employee who acquires a disability or long term health condition, enabling them to stay in work
- at least one activity that will make a difference for disabled people



More information about the Disability Confident scheme can be found here: [www.gov.uk/disability-confident](http://www.gov.uk/disability-confident)

Swindon Carers Centre guarantees to interview anyone with a disability whose application meets the minimum criteria for the post. By 'minimum criteria' we mean that you must provide us with evidence in your application form and supporting information which demonstrates that you meet the level of competence required for each of the criteria, as well as meeting any of the qualifications, skills or experience defined as essential.

[Behaviours Framework](#) | [Safer Recruitment Policy](#) | [Equality and Diversity Policy](#)



# WHAT OUR TEAM SAY

## Why do you stay working for Swindon Carers Centre?

“SCC values and commitment to carers.”

“I have more than one reason for staying! But the main ones are that I have autonomy in how I organise my work, I feel that my work is of value, and I feel well supported and valued by my line manager.”

“I wholeheartedly believe in the culture, vision, and values, which is why I have stayed with SCC for so long. I love my job and the people I work with, which is so important when working in the sector we do.”

“Job satisfaction.”

“I enjoy working in a voluntary sector to support the local community of unpaid carers. I feel we offer a variety of support and do not expect one size to fit all. I enjoy working with a likeminded team across the whole of SCC. I also enjoy the autonomy that is extended to me with me role.”

“I enjoy my varied role within SCC and working in an area that matches my skill set and knowledge. It is a very rewarding role and can change week to week.”

“SCC is the best organisation for me to be part of to be able to support as wide a range of carers as possible.”

“Dedicated to its mission, vision and values.”

“I LOVE my job! I enjoy the variety involved, working with all my colleagues, getting out into the community and the feeling that we are a big family.”

“I appreciate the flexibility, the opportunity for career growth, and the good relationships with colleagues. We all share the same vision and are dedicated to ensuring carers are supported to the best of our ability.”

“Continually learning.”

“It's great working environment in. Colleagues and management treat each other with respect. Another positive is that SCC has adopted hybrid working. It's great to have the flexibility to be able to work from home or in the office.”

“I enjoy the challenge, I like the people I work with, and I like the flexibility offered.”