



Job Title: Community Engagement Officer (COVID)	Role Profile Number: PCDN74
Grade: M Salary:	Date Prepared: 16/09/20
Directorate/Group: Adult Services, Public Health – Community Health and Wellbeing	Reporting to: Healthy Communities Manager
Structure Chart attached:	No

Job Purpose

The role of the Community Engagement Officer sits within the Healthy Communities team in Public Health and works to coordinate community engagement activity to support the Local Outbreak Management Plan and to activate response services for Extremely Vulnerable Persons (EVP’s) and those directed by the NHS or National Government to shield from infection outbreaks.

The Community Engagement Officer will forge positive relationships with key partners (police, fire and rescue, community leaders and others) to develop and deliver a responsive engagement plan in the community. This will primarily support local residents to adhere to and understand guidelines and legislation in relation to health protection. The officer will also ensure that the delivery reflects Swindon’s diverse communities and is sensitive to cultural differences.

The post holder will also activate services and support for EVP’s and shielded people should the shielding programme be reinstated or as required by the Director of Public Health and partners overseeing the Local Outbreak Management Plan.

The post holder will work closely with team members across the Community Health and wellbeing team, in particular the Community Navigators, Health Promotion and Intervention Officers and Community Researchers. Much of the post holders time will be office or community based.

Key Accountabilities

- To develop and coordinate local engagement activity, including oversight and daily supervision of the engagement team.
- To build on established relationships with key partners to ensure a partnership approach to community engagement
- To be available to work flexibly including occasional evenings and weekends to cover the needs of the project (at short notice if necessary) within agreed availability.
- To collect, analyse and respond to feedback from engagement teams to ensure that communication material and messaging reflects the needs of the community and senior officers are kept up to date

with activity and outcomes.

- To develop and coordinate the delivery of support services for EVP's and shielded people as required and in response to developments at a national and local level.
- To develop effective community links and networks and reference groups which promote partnerships and enable effective dissemination of key public health messaging.
- To maintain accurate records (Compliant with Data protection laws) in order to enable monitoring and evaluation of the service.
- To co-ordinate the supply (ordering and distribution) of promotional material.
- To continually review working practice and develop/amend risk assessments and operating models accordingly.

Supplementary Accountabilities

- Attend team meetings and on-going training and development sessions, to share good practice and develop knowledge and expertise
- Keep abreast of local and national changes in guidance and communications and ensure knowledge and practice is up to date

Knowledge & Experience

- Good working knowledge of local community networks across Swindon
- Knowledge and experience of community engagement or community participation
- Knowledge and experience of the boundaries of confidentiality and safeguarding
- Knowledge of the role of Public Health
- Knowledge of anti-discriminatory practice.
- Knowledge of challenges affecting people in communities and the barriers to participation faced by vulnerable people
- Experience of coordinating teams
- Experience of co-creating projects with a range of stakeholders and partners
- Experience of being creative and innovative to find workable solutions.
- Experience of working with people in community settings
- Experience of working in a culture of honesty and transparency.
- Experience of seeking support, consultation and advice from colleagues.
- Experience of working collaboratively with other workers/agencies

Qualifications

- Educated to A level standard or proven substantial practical experience

Decision Making

- Ability to learn, be open to change and to demonstrate a "can do" attitude.
- An ability to solve problems
- Ability to work on your own initiative and also work collaboratively as part of a wider team.

- Ability to fully involve community members in the development engagement and participation activity
- Ability to priorities and manage a changing workload with support using a wide range of strategies

Creativity and Innovation

- Ability to be flexible and creative in order facilitate the development of community based initiatives.
- Creative solutions to problem solving on an individual basis and as a team

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <p>Daily supervision (but not line management) of a changing engagement team, including volunteers</p>	<p>Budget Holder Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Promotional materials and equipment</p>
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Contacts and Relationships

- Ability to connect with people and put them at ease
- Ability to build relationships and facilitate participation and involvement
- Ability to be emotionally sensitive and empathetic.
- Excellent communication skills and an active listener.
- Ability to build effective, respectful relationships between diverse community members
- Will need the ability to build strong and constructive working relationships with:
 - External and internal partners
 - Internal partners
 - Volunteers
 - Community and Voluntary organisations, community and neighbourhood leaders

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

- Working with diverse people who may have complex needs and or similar long term health conditions
- People struggling to cope with their physical or emotional wellbeing
- Dealing with potential safeguarding concerns
- Enhanced DBS disclosure would be required
- Involved in outbreak management and potentially high levels of stress/tension

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	