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CARER SUPPORT DORSET

**Job Description**

**Job Title** Community Engagement Officer

**Accountable to** Lead Carer Adviser

**Responsible for** None

**Geographical Area** Dorset Council Area (excluding Bournemouth, Christchurch & Poole)

**Hours of Work** 26 hours per week Monday to Friday plus occasional weekend/evening

**Pay** £23,541 Per Annum, Pro Rata

**Contract** Permanent

**Purpose of the Post**

Work across Dorset to engage in positive partnership working with statutory, voluntary and community-based organisations and volunteers. Working closely with the community to raise awareness and increase registrations, ensuring that unpaid carers of all ages are provided with the right information, advice and guidance at the right time.

**Key duties and responsibilities:**

The post holder will:

1. Work alongside the Carer Advisers to engage with community organisations and to attend face-to-face and virtual meetings.
2. Adhere to Carer Support Dorset’s safeguarding policies and procedures to ensure that carers and the people they care for can live in safety, free from abuse and neglect.
3. Maintain accurate, timely and detailed records of all contacts, including meetings with other organisations and on-going actions required on Charitylog and/or other reporting systems as required.
4. Proactively engage with individuals, organisations and professionals to create clear referral and signposting pathways to and from services.
5. Ensure that organisations know how to refer working carers so they can have access to relevant community services and support.
6. Be the point of contact for local partners, e.g., carers leads and care co-ordinators; identify and attend local community groups and events to promote the needs of carers across Dorset.
7. Work with the Carer Advisers to distribute promotional materials and take the lead on leaflet checks.
8. Support and work alongside Carer Support Dorset volunteers to deliver bespoke services in local areas.
9. Work in collaboration with local services including the public and unpaid carers to develop links to meet the needs of carers in each geographical area.
10. Attend regular whole team meetings, to share good practice and ensure your own support needs are being met.
11. Attend regular one-to-one line management meetings.
12. Support the Communications Team with any press and social media opportunities.

**Additional Occasional Responsibilities**

As a member of a small team, the post holder will be expected as necessary to support colleagues by:

1. Identifying appropriate sources of information, advice, benefits, equipment and services which carers can access, and updating shared resource information to reflect this
2. Actively contribute and participate in publicity events and represent Carer Support Dorset in a positive manner and to raise awareness of carers’ needs

**General Requirements**

The post holder will be expected to:

1. Possess the essential skills as detailed in the person specification.
2. Work within the Carer Support Dorset behaviours framework as detailed in the person specification.
3. Adhere to and uphold Carer Support Dorset’s mission, vision, values, strategic aims and policies.
4. Act with integrity and always maintain the highest professional standards.
5. Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information.
6. Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and as a provider of services to carers.
7. To work collaboratively as a member of a small team including volunteers and to attend and actively contribute to team meetings.
8. Actively identify own training needs and personal development, and to participate in training sessions when required.
9. A flexible approach is required for this role, and you may be asked to undertake other duties from time to time as determined by your line manager and in keeping with the purpose of the post and after consultation with the post holder.

**This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly including at annual appraisals and may be changed in the light of the needs of the organisation and following consultation with the post-holder**

**Employee signature: Date:**

**Senior manager: Date:**

**Carer Support Dorset**

**Person Specification: Community Engagement Officer**

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|  | **How assessed** | **Essential / Desirable** |
| **Qualifications** | | |
| Good standard of education to include A-levels | Application / Certificates | Essential |
| Further qualifications in health and social care, including linked NVQs or equivalent experience | Application / Certificates | Desirable |
| **Experience** | | |
| Experience of working within a community and developing professional relationships in that area | Application and interview | Essential |
| Experience of working as part of a multi-disciplinary team | Application and interview | Desirable |
| **Knowledge** | | |
| Understanding of all age carers’ issues and rights | Application (supporting statement) and interview | Desirable |
| Good understanding of the Care Act 2014, Children and Families Act 2014, the Children’s Act 2004 and other linked legislation | Application (supporting statement) and interview | Desirable |
| Knowledge of multiagency working, including whole family assessments, holistic approaches and liaising with other agencies. | Application (supporting statement) and interview | Desirable |
| **Skills and Competencies** | | |
| Excellent verbal and written communication skills | Application and interview | Essential |
| Able to communicate and positively challenge other professionals both within the workplace and externally | Application and Interview | Essential |
| Develop and maintain stakeholder relationships. e.g., GPs, Health and wellbeing groups, Voluntary & Community Sector partners | Application and Interview | Essential |
| Able to communicate effectively with diverse members of the public | Application (supporting statement) and interview | Essential |
| Able to manage own caseload, work autonomously and contribute to team targets | Application (supporting statement) and interview | Essential |
| Able to use IT and databases to manage time effectively & record information | Application (supporting statement) | Essential |
| **Personal qualities** | | |
| Keen to learn and innovate | Application (supporting statement) and interview | Essential |
| Resilient to change and adaptable | Application (supporting statement) and interview | Essential |
| Able to work autonomously and as part of a team | Application (supporting statement) and interview | Essential |
| Confident to take initiative | Application (supporting statement) and interview | Essential |
| Able to prioritise work and deal with competing demands | Application (supporting statement) and interview | Essential |
| **Other** | | |
| Able to work flexibly in terms of location and occasional evening and weekend work | Application (supporting statement) and interview | Essential |
| Car driver and owner | Application/driving licence | Essential |