

Community Engagement Coordinator

Length of contract:	Fixed Term for 6 months
Salary:	£24,002 - £27,570 per annum pro-rata (negotiable dependent on experience)
Based at:	Burnley/ East Lancs/ Hybrid
Hours:	18.5 hours

Our Mission

We help people to achieve the outcomes that matter to them in their lives, by providing high quality advocacy.

Purpose of role

The role holds responsibility for establishing, developing and delivering targeted community engagement initiatives and advocacy awareness interventions across a large geographical area, working closely with the advocacy team and volunteers.

To work alongside communities, individuals, statutory and non-statutory organisations, community groups, religious leaders and the business sector to provide access to services that are appropriate to the needs of the community. The role will also involve addressing stigma, barriers to accessing services and evaluation of referral pathways, with a focus on improving the health and well-being of individuals and communities.

To enable and support members of the public in their own communities and provide the opportunity to contribute towards shaping our service and activities to better meet their needs.

Key tasks

- To provide training and awareness sessions to frontline services and be able to highlight good practice, identify gaps and challenge poor practice i.e. low referrals.
- Improve accessibility to our service and provide opportunities for individuals and communities to engage in awareness sessions, training and learning sessions.
- Facilitate groups with the aim of informing and improving our service delivery and ensure a framework is in place to support people who use our service to be meaningfully engaged.
- Train members of the public in peer advocate skills to assist the group in representing their peers and cascading information via a network of advocacy ambassadors.
- Coordinate and facilitate a dynamic Advocacy drop in sessions, in liaison with the Community and Volunteer Managers and volunteers. Ensuring partnership buy in from local partners and community groups.
- Support and further develop our Family and Friends Advocacy offer to upskill people to advocate for their family, friends, community in important issues.
- Support and further develop our Community Focus Hub offer and facilitate group and peer advocacy sessions in East Lancashire.

- Prepare and provide feedback to the Community Manager, to help identify any areas of unmet need, help shape future business strategy and further strengthen the Advocacy Focus brand.
- To attend community groups, seminars, networking and marketing events to promote our service and network with individuals and local organisations.
- Champion the use of advocacy services and the user's voice in all activities.
- Ensure strong relationship management of existing stakeholders
- Assist the Community Manager in developing new relationships and targeting specific areas of work in support of our 3 year strategic plan.
- Participate in various activities to support the winning of new work/maintaining current income streams.
- Work to a set budget for the provision of the service and operate within the culture of cost awareness/savings/cost control, introducing efficiencies where possible and appropriate.

Person Specification – What we need from you.

This section outlines the things we need from a Community Engagement Coordinator. You will see you don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/ or are things that you could be trained to do.

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Advocacy Focus we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may just be the right candidate for this or other roles.

Person Specification		
Criteria	Essential	Desirable
Education, qualifications & training	Educated to GCSE level C in Maths and English	<p>A minimum of 1 years' advocacy experience – non-statutory and statutory</p> <p>A minimum of 1 years' experience in community engagement work or working with the public</p> <p>Working knowledge of the Mental Health, Mental Capacity and Care Acts</p> <p>IAQ qualified</p> <p>Presentations qualification</p>

		<p>Training qualification</p> <p>Experience/knowledge of local and national safeguarding policies and practice.</p>
<p>Skills Knowledge & Competencies</p>	<p>Demonstrate an ability to organise and prioritise workload within tight timescales</p> <p>A strong ability to communicate with colleagues, partners and members of the public at an appropriate level</p> <p>Knowledge of the health and social sector</p> <p>Ability to demonstrate tact, sensitivity and the insight required to improve service outcomes for people</p> <p>Computer literacy including knowledge of MS Word/MS office</p> <p>Excellent written and communication skills</p>	<p>Possess an understanding of mental health and social care issues and its effect on people.</p> <p>Have an understanding of</p> <p>A commitment to personal development and training.</p>
<p>Experience of</p>	<p>Creating and delivering training sessions.</p> <p>Working with service users to gather feedback.</p> <p>Working with the general public</p> <p>Working with people in distress and facing difficult situations</p> <p>Working in the Charity Sector</p> <p>Relationship management and representing an organisation externally</p>	<p>Experience of working in a mental health, care home or hospital setting.</p> <p>Facilitating group work.</p>
<p>Other</p>	<p>Passionate about supporting people</p> <p>Self-motivated</p> <p>Approachable</p>	

advocacy focus

	<p>Enthusiastic and engaging</p> <p>Able to show initiative and be proactive when managing workload and interacting with individuals and organisations</p> <p>Work flexibly as part of a team</p> <p>Hold a valid UK driving licence and use of a vehicle to carry out your role</p>	
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