



Job Description



Job Title	Community Engagement Coordinator
Service	Appointment Buddies
Reporting to	CEO
Contract Type	3 Year Fixed Term - Big Lottery Funded Position
Rate of Pay	£22,268 - £23,518 per annum FTE
Hours	12 hours per week (may include evenings and weekends)
Working Pattern	Flexible
Location	Barton, OX3 9LS

JOB PURPOSE

Getting Heard (formerly Oxfordshire Advocacy) is passionate about empowering disadvantaged and marginalised Oxfordshire adults to have their voices heard and their rights asserted. Since 1989 we have been offering a range of advocacy services which now include a combination of statutory services (Independent Mental Capacity Act Advocacy and Independent Care Act Advocacy) and also non-statutory services (Community Advocacy and Appointment Buddies). Each year our team of 11 part-time staff and 35+ volunteers support over 700 new clients to get their voices heard and rights asserted on life impacting decisions.

A team of specially trained volunteer Appointment Buddies aim to partner up to 80 residents per annum for 6-9 months. Appointment Buddies volunteers will take time to get to know residents and build a trusting relationship, together they then explore the issues residents are facing accessing primary health services and shape objectives for where they would like things to be, they will then work together to realise these objectives at all times working from a model of empowerment.

The Community Engagement Coordinator will be responsible for partnering residents with volunteers, co-facilitating a residents led self-advocacy group and raising safeguarding concerns. The Appointment Buddies service will be delivered in partnership with two other charities, The Archway Foundation and Barton Community Association who will offer befriending services and community transport.

KEY RESPONSIBILITIES

Service promotion

This service accepts self-referrals, 3rd party referrals and also seeks referrals from the two health centres servicing the Barton area. The Community Engagement Coordinator is responsible for promoting the service. This service promotion can be directly with clients (e.g. a stall at the Barton Bash) or indirectly with partner organisations. As this is a community facing role the Programme Coordinator is expected to have a visible presence in the local Barton area.

Resident contact

Residents can contact Getting Heard by telephone, email or in person at our offices in Barton. If a resident telephones or emails their first point of contact is our partner organisation (seAp) who manage a Contact Centre. Referrals are then uploaded onto our database and the Programme Coordinator contacts the resident to check basic eligibility before arranging a 1st meeting. If after the 1st meeting there is a mutual agreement to proceed then the Programme Coordinator will then liaise with the volunteer team to identify a volunteer able to partner the client. Each year the Programme Coordinator will themselves support up to 20 residents focusing on those most in need.

Resident led self-advocacy group

An important aspect of this service is its residents led self-advocacy group. This group will be chaired by a local resident supported by the Programme Coordinator, with the aim of creating a space that empowers residents to have a collective voice to express issues of concern in respect to accessing primary health care services. This service strives to be resident led meaning this group has an important role in co-designing the service as it develops.

Volunteer sourcing and training

The Community Engagement Coordinator will be responsible for engaging with the local community in Barton and building strong relationships. Responsibilities include service promotion particularly with local health centres, receiving referrals and assessing eligibility during a 1st meeting with residents and holding a case-load of up to 20 residents per annum. The Appointment Buddies service will be delivered in partnership with two other charities, The Archway Foundation and Barton Community Association who will offer befriending services and community transport. Identifying new volunteers, through advertising and outreach events. Once a potential volunteer has expressed an interest the Coordinator holds an initial conversation to assess their suitability, liaises with the Office Manager and Project Support Coordinator to arrange DBS/reference checks and then arranges for them to attend a 3 day initial training programme. The Community Engagement Coordinator and Project Coordinator share responsibility for delivering the 3rd day of this training.

Volunteer management

The Community Engagement Coordinator and Project Coordinator share the responsibility for partnering volunteers with new clients. Once this partnership is established the Project Coordinator provides the volunteer with telephone support, alongside regular face-to-face supervision. Alongside this 1:1 support the Community Engagement Coordinator and Project Coordinator are jointly responsible for liaising with the Programme Coordinator for the Community Advocacy service to ensure volunteer network meetings take place every other month, chaired by volunteer representatives.

Safe working & safeguarding

Risk assessments are conducted by the Community Engagement Coordinator and Project Coordinator before a resident is partnered with a volunteer. The Project Coordinator is responsible for ensuring volunteers are compliant with Getting Heard's safe working and safeguarding policies and procedures, through inductions, training and supervision. All safeguarding concerns have to be raised with the CEO within 24 hours.

SKILLS AND EXPERIENCE

Experience

- Supporting disadvantaged people, including clients with physical or learning disabilities, physical or mental ill-health or other disadvantage either face-to-face or on the telephone (Essential)
- Managing a busy case-load and dealing with competing demands (Essential)
- Working in a team and sharing best practice (Essential)
- Engaging on a project that is co-designed with clients (Preferable)
- Managing other people, either staff or volunteers (Preferable)
- Knowledge of services available in Oxfordshire to support disadvantaged people (Preferable)
- Managing a database and maintaining client records (Preferable)

Skills

- Excellent communication and listening skills
- Strong inter-personal skills, demonstrating understanding and empathy
- Commitment to being non-judgemental and working from a person centred approach
- Ability to manage competing demands, prioritising as required
- Committed to maintaining safe working practices, personal boundaries and confidentiality
- Able to work independently, conducting research as necessary
- Strong IT skills, ideally with databases
- Punctual and reliable

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Getting Heard reserves the right to update the Job Description from time to time to reflect these changes in or to the post after consultation about any proposed changes.