

## Job Description - Community Engagement Coordinator

Responsible to	
Salary	24,491 (NJC 17)
Hours per week	37.5
Annual Leave per annum	25 days (rising to 30 days after 5 years)
Main base	Oakland House, Talbot Road, Manchester, M16 0PQ. Travel to other locations in Manchester will be required.
Contract	Permanent
Level of DBS check	Enhanced

### Main aim of the post

Develop and support community based and volunteering activities to encourage engagement, activities and services by and for local people.

To be the lead person for co-ordinating the following;

To engage with the population both in person and digitally

To support events within the community.

To ensure the service has a regular presence and key involvement in events linked to local and national campaigns.

To represent the service in a positive light.

To represent the service in a professional capacity at various events

To promote the service and to generate referrals.

To analyse data to better understand community need

### Main duties of the post

1. Be the Lead Engagement worker, who will be solely responsible for engaging with other services and will co-ordinate support from practitioners in representation at events.
2. To facilitate groups/meetings and training where appropriate
3. To participate in local networks and partnerships with relevant organisations from all sectors, and to attend relevant meetings
4. Acknowledge and appropriately route enquiries, complaints, compliments to the appropriate department within the service.
5. To collate information on the needs and interests of the community through a variety of methods and techniques
6. To encourage and enable local people to take part in their local community – through volunteering for example
7. Be results and target driven as you'll be expected to support the service in working towards meeting nationally set targets.
8. To develop and circulate promotional material and information relevant to the community
9. Co-ordinating a prevalence based calendar to ensure regular community engagement events to drive local engagement with the Manchester population.
10. To interpret and evaluate data to help consider service strategy around engagement with key community groups and issues specific to the Manchester region.
11. To help film and edit content to be used for service's social media account.
12. Work alongside the Big Life communications team to follow approved branding and messaging guidelines.

General work related expectations
1. To work within the Big Life group's values ethos and vision
2. To contribute to the development of the Big Life group
3. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding
4. To commit to own personal development and attend training or development activities as required
5. To work in accordance with all relevant legislation
6. To undergo regular supervision and at least an annual appraisal
7. To undertake any other duties as required, and as appropriate to the post

## Person Specification – Community Engagement Coordinator

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

Area	Method of assessment	Essential (E)/Desirable (D)
<b>1.Experience</b>		
a. Professionally liaising with other organisations, to build professional links and promote our service.	A/I	E

b. Ability to engage with the general public at ground level events	A/I	E
c. Experience of co-ordinating social media accounts	A/I	E
d. Experience of communication with local media organisation; such as local paper, local radio.	A/I	E
e. Experience leading on or contributing significantly to short, medium and long term projects	A/I	E
f. Managing or supervising a team / working with volunteers	A/I	D
g. Co-ordinating an event or diary which brings together various practitioners / staff.	A/I	E
h. Experience working within a mental health setting	A/I	D
i. Prioritising your own workload and the ability to work on your own initiative.	A/I	E
j. Ability to work to targets and deadlines	A/I	E
k. Ability to liaise with the wider communications team to work within wider company branding and messaging.	A/I	D
l. Experience chairing and leading meetings that are project focused.	A/I	D
m. Contributing to the preparation and facilitation of stakeholder workshops, briefings, presentations and attending stakeholder forums	A/I	D
n. Lived experience of mental health or wellbeing challenges	A/I	D
<b>2.Skills</b>		
a. Excellent organisational skills, including planning and prioritisation	A/I	E
b. Presentation skills, i.e. presenting to large groups of members of the public, professionals and using powerpoint where needed.	A/I/ P	E
c. Be able to present information sensitively and appropriate to mental health services users who may be at a vulnerable time in their life	A/I	E

d. Good General IT skills; Word, Outlook, Excel, etc	A/I	E
e. Basic to intermediate filming and photo and video editing skills	A/I	E
f. Communication skills appropriate to a social media setting; facebook, twitter, online reviews, etc	A/I	E
g. Ability to be able to create reports.	A/I	D
h. Ability to analyse and review data to inform service approach OR willingness to learn report creation / review.	A/I	D
i. Ability to think of innovative approaches towards social engagement.	A/I	E
j. Ability to turn complex service information into concise and coherent communications for different audiences.	A/I	D
<b>3. Knowledge</b>		
a. Keen interest in mental health difficulties	A/I	E
b. Knowledge around the local communities of North, Central and South Manchester.	A/I	E
c. Awareness of health inequalities facing local diverse populations and the ways in which they may need to engage with services.	A/I	E
d. General knowledge of public health national strategies, including IAPT and the 5 year Forward Plan.	A/I	D
e. A good understanding of the relationship between the Media, local service users and our key influential stakeholders, such as GPs and our CCG.	A/I	D
f. Awareness of national and international campaigns, such as; Carer's week, World Mental Health Day, etc., as well as awareness of religious festivals and local events.	A/I	D
<b>4. Education – qualifications required for this post</b>		
a. Degree level qualification OR at least 2 years' experience working in a health setting which included regular written correspondence with other health professionals.	A/I	E

b. Training related to photo and video production and editing OR can demonstrate these skills via a portfolio.	A/I	E
c. Training related running of social media OR can demonstrate these skills via a portfolio.	A/I	E
<b>5. Personal</b>		
a. Demonstrates motivation and enthusiasm for wanting to work within mental health and engage with individuals using a variety of communication methods.	A/I	E
b. Can present self-confidently in group and presentation settings.	A/I	E
c. Commitment to working towards the Big Life group's ethos and values, including having a non-judgemental approach	A/I	E
d. Commitment to personal development and willingness to regularly update skills and experience	A/I	E
e. Being open to constructive feedback and making best use of line management and clinical supervision.	A/I	E
f. To be able to work well under your own direction and also to effectively engage in a team environment.	A/I	E