



Job Description

Community Engagement Officer – Actively Involved Service North Kent

Hours of work: 37.5 Monday to Friday 9 to 5 pm or 30 hours considered for the right candidate

Annual Leave: 25 days plus bank holidays FTE

Salary: Up to £25,000 FTE

Employed by: Involve Kent

Responsible to: Area Manager (Actively Involved)

Based: Community based North Kent

Purpose of the job

To reach out to a wide range of people who are over 55 (or with complex health needs) especially people from different faiths, ethnicities or who have life challenges in North Kent. Research, contact and attend a wide range of community groups, services, activities and centres in person, to make connections, build relationships and establish partnerships to ensure everyone who could benefit knows about 'Actively Involved' and can join in. Talk about the service and its benefits (reducing loneliness, being more active, addressing worries) and come up with solutions to barriers or issues enabling a wide range of people to take part. Achieve targets for numbers of people engaged.

Key tasks and responsibilities

- Proactively manage your own health, wellbeing, and resilience to ensure you can provide consistent, quality support to people.
- Embed the Involve values in your daily work and practice
- Attend training, team meetings and regular supervision.
- Provide cover for your colleagues when on annual leave, sick or at times of need.
- Ensure the service is fully accessible and digitally optimised to all older people and those with complex needs living in Dartford, Gravesham and Swanley, reflecting their diversity and range of needs and aspirations.
- Embed and integrate yourself within the district council areas and their local communities with a strong focus on working with their residents who may experience health inequalities.

- Focus on working in areas of deprivation in Dartford, Gravesham and Swanley ensuring the service is promoted and inclusive for those that live there.
- Attend community centres, services, activities, places of worship and events to engage the wider community, build relationships and ensure wide awareness of the service
- Work in partnership with Kent Equality Cohesion Council to engage people and integrate the service with ethnic minorities, seldom heard, most deprived and most socially isolated communities and individuals in Dartford, Gravesham and Swanley
- Work with Community Navigators, Social Prescribing link workers and other health and social care colleagues to support people from seldom heard communities to access their local communities and to identify gaps and trends in services to help shape the services provided.
- Ensure access to the translation service budget is utilised for those people where language is a barrier to engagement with the service or with access to activities. Work with the team manager to ensure the fund is utilised appropriately.
- Work in partnership with the Wellbeing Support Workers and Community Activity Coordinators to ensure local groups and activities are set up and identified through the needs of people. Encourage people who may be at risk of health inequalities to be involved in the co-production of groups.
- Build positive relationships and maintain contact with our District Network Partners to ensure people who may be at risk of health inequality can access the activities and services provided.
- Work as a member of a team to contribute to meeting all contract KPI's and targets.
- Undertake Esther Ambassador training and work to the Esther philosophy.
- Work with the Wellbeing support Workers and Community Activity Coordinators to address any identified barriers to people from seldom heard communities being able to attend groups are addressed, by potential use of our Access and Inclusion funds, translation fund and appropriate support brokered to enable inclusion.
- Any other tasks and responsibilities that may be identified as necessary as the service evolves and develops.

Person Specification	Essential	Desirable
• Resilient, confident, positive and with a methodical approach to planning of work	X	
• Driven, target focused and highly motivated with a focus to achieve contract KPI's as a team member	X	
• Experience of working with a focus on empowering people to have choice and control over their lives		X
• Ability to learn and work to policies and procedures eg Safeguarding, Mental Capacity, risk management, person centred assessment and support planning, The Esther model	X	
• Excellent communication skills, able to negotiate, build relationships, advocate for people and inspire others	X	
• Able to work as part of a wider team and undertake a wide range of tasks as required	X	
• Able to work with self-reliance and with confidence to take responsibility (within professional boundaries)	X	
• Outgoing, energetic, and passionate about improving the wellbeing of others.	X	

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<ul style="list-style-type: none"> • Knowledge of older person's issues and an empathetic and patient approach 	X	
<ul style="list-style-type: none"> • Good IT skills and experience of using a database or CRM system 	X	
<ul style="list-style-type: none"> • Experience of engaging with and working with people from seldom heard groups, ethnic minorities/ communities, those most at risk of health inequalities 	X	
<ul style="list-style-type: none"> • Driving licence and use of a car 	X	