



Recruitment Pack

Voice It, Hear It Community Engagement Coordinator

Job Title:	Voice It, Hear It Community Engagement Coordinator
Hours:	18 hours per week, includes evening and weekends
Salary:	Community First scale point 420 – £23,935 FTE (Actual salary £11,804)
Contract:	Permanent
Location:	Office based in Hopton Park, Devizes. The role will be a combination of office and community-based work, with some home working
Contract:	Permanent

This recruitment pack contains:

- Information about the role (page 2)
- Job description (page 3)
- Person specification (page 5)

To apply for the role, please complete the application form and return to Nicky Theobald by email: ntheobald@communityfirst.org.uk or by post: Community First, Unit C2 Beacon Business Centre, Hopton Park, Devizes, SN10 2EY

Application Deadline
30th August 2024

Community First is an equal opportunities employer.

About the Role

Job Title: Voice It, Hear It Community Engagement Coordinator

Hours: 18 hours per week, includes evening and weekends

Salary: Community First scale point 420 - £23,935 FTE (Actual salary £ £11,803.56)

Location: Office based in Hopton Park, Devizes. The role will be a combination of office and community-based work, with some home working

Supervisor: Voice It, Hear It Development Manager

Community First

Community First is a registered charity (288117) based in Devizes. As a member of Action with Communities in Rural England, we support communities across Wiltshire and Swindon. Our Patron is Her Majesty The Queen.

Voice it, Hear It is an engagement project that works with people aged 18+ living in Wiltshire to get involved in shaping the services they use.

We work with a wide range of people including those with physical disabilities, sensory needs, mental health issues, learning disabilities, neurodiversity, long term conditions, complex needs, older people and people with dementia.

Voice It, Hear It is a partnership project that uses the collective strengths of its partners to support engagement and amplify the voice of people in Wiltshire.

Voice It, Hear It works creatively to engage with people through a range of methods including workshops, focus groups, surveys, one to one conversations and social media.

Working alongside Wiltshire Council and the BaNES, Swindon and Wiltshire Integrated Care Board (BSW ICB) Voice It, Hear It team engage with people living and working in Wiltshire to co-produce, co-design and co-develop health and social care services in Wiltshire.

Due to the nature of the work, you will be required to undertake a satisfactory DBS check.

If you would like to find out more about this position, please contact Zoë Millington, Voice it, Hear it Development Manager on: zmillington@communityfirst.org.uk or 01380 722475

Closing date: 12 noon on 30th August 2024

Interview date: 6th September 2024

Community First is an equal opportunities employer. Registered Charity No. 288117. Please contact us if you would like a hard copy application form, or if you require any assistance in applying for this post

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Job Description

Voice It, Hear It Community Engagement Coordinator

Job Purpose

This post holder will support the programme aims by engaging with and supporting Voice it, Hear It users to amplify their voices to bring about positive change to health and social care service and in the wider community. They will support groups and individuals to take action to create stronger and more resilient communities. They will be a skilled communicator, able to lead work with groups and also work on to one with individuals.

Main Responsibilities

- In partnership to develop a proactive and creative Engagement Service that raises peoples' issues and their needs both on local and national levels.
- To develop innovative and meaningful engagement opportunities for Voice it, Hear it user, including the use of different medias and technologies
- To work with Voice it, Hear it users that reflect the wide diversity of all groups identified by the Council including older and disabled people in Wiltshire.
- To adopt a proactive approach to connecting with people from hard-to-reach groups, reaching out to people in their communities.
- To develop a climate of trust and openness with Voice it, Hear it users, ensuring people have the confidence to contribute their views.
- To help ensure that each new piece of work has a set of clearly understood outcomes that have been co-produced with Voice it, Hear it users and commissioners
- To support regular reviews of work to ensure approach is an effective means of meeting outcomes
- To participate in reflective practice and self-assess how work is supporting the co-production and personalisation agendas in Wiltshire
- To develop and maintain good working relationships with all stakeholders (including Voice it, Hear it users, other voluntary organisations and commissioners).
- To contribute to Community First's social media, website and newsletter and other communication initiatives.
- To develop a good understanding of the assigned local communities, including the issues that have direct impact on the people who live there
- To develop and maintain outreach groups and activities in Wiltshire that will provide access to information and advice to people within their own localities.
- Work as part of a team, contributing to meetings, attending relevant training, cascading information and providing ongoing support and information to managers to enable the smooth running of the project including a close working relationship with multiagency steering group.
- Support the development of CF strategies and business planning.
- Adhere to all health and safety requirements both in the home and in the communities, taking reasonable care not to do anything that may endanger yourself or others.
- Support fundraising and income generation.

General Duties

The post-holder will contribute to achieving the overall mission of Community First.

- Budget holders assume financial responsibility for own operational budget. Non-budget holders ensure expenditure is necessary and within budget constraints.
- Implement and develop ACRE Quality Standards
- Participate in the team working approach of Community First
- Take responsibility for her / his own development, inform the line manager of any development needs and take part in prescribed development activities
- Work within the agreed policies and procedures of Community First
- Carry out such other general duties as shall be determined by the Chief Executive. Support other members of staff as required by the workload and by absences due to leave, sickness etc.
- Ensure that office security is maintained, and confidences are not breached.
- Promote an alert approach to Health and Safety at Work matters and maintain compliance with the terms of the Hopton's Fire Certificate.

Person Specification

Voice It, Hear It Community Engagement Coordinator

	Essential	Desirable
Skills, Knowledge & Experience Creativity, problem solving skills & interpersonal skills	An understanding of the principles of co-production	
	Ability to design and implement creative consultation and engagement with a wide range of groups and individuals	Training in Community organising or willingness to undertake this training
	Able to demonstrate an understanding of community development and equality work and principles, as well as the.	
	Able to work effectively within a wide range of partnerships both local and strategic.	Strong marketing skills able to creatively present information and outcomes.
	Excellent communication skills, both orally and in writing including presentation skills, with an ability to communicate at all levels.	Experience of coordinating and delivering training.
	Familiarity with research and understanding of data collection, analysis and report writing.	
	Ability to meet deadlines and manage own workload	
	Ability to work flexible hours.	
	Able to support and motivate others.	
	Able to work on own initiative and have a creative approach.	

Skills, Knowledge & Experience Creativity, problem solving skills & interpersonal skills	Ability to travel around the county.	
	Good administration skills, keyboard skills and ability to use Microsoft Word, Access, including ability to produce promotional material.	
	Excellent written and verbal communication skills.	
	Excellent interpersonal skill, able to relate to the public, decision makers and funders.	
	Ability to use own initiative and demonstrate perseverance.	
	Experience of managing groups and individuals.	
	Well organised, confident and self - motivated.	
	An innovative thinker able to create new services and think outside the box.	
	Good networking and negotiating skills.	
	Adaptable, flexible and creative when problem solving.	
Resource management Assets, finance etc.		Experience of budgetary and business planning processes to ensure long term development of the financial resources.