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TORBAY COMMUNITY
DEVELOPMENT TRUST



Macmillan Torbay Community Engagement Coordinator Job Description

Job Title:	Macmillan Torbay Community Engagement Coordinator
Employer:	Healthwatch Torbay and Engaging Communities Southwest
Responsible to:	Healthwatch Torbay and Engaging Communities Southwest Operations Manager
Hours:	20 Hours (flexible) weekly with occasional evening and weekend working for community events
Salary:	£14,560 (FTE £27,300)
Location:	Remote based working from home or office based on request based at Paignton Library and Information Centre.
Contract:	2-year fixed term contract

Background

Healthwatch Torbay and Engaging Communities Southwest (ECSW) is a not-for-profit organisation which has grown from the reputation we gained as an award-winning Healthwatch and in response to increasing demand for our expertise within Torbay and the wider Southwest Region.

We offer Engagement, Evaluation, Communication Support, Digital Support, and Training to the Statutory, Voluntary and Private Sector.

We currently manage the contract for independent Health and Social Care Community Champion Healthwatch Torbay and oversee various projects in the community, including our flagship project, Digital Health Devon, offering free online e-learning in the local health and social care sector.

Job Summary

To coordinate the delivery of the community engagement workstream within Macmillan's Torbay Equity Project, by working with local voluntary and community groups, service providers, residents and a project advisory group. The post holder will work with local communities to understand and address barriers to early diagnosis and improve access to support and information for Torbay residents affected by and living with cancer.

The post holder will report to and be supported by the Engaging Communities Southwest Operation Manager and Senior Management Team, to ensure the core aspects of the community engagement and codesigned elements of the project are delivered.

This role is hosted by ECSW but is delivered in partnership with Macmillan Cancer Support and Torbay Community Development Trust. The post holder will work closely with all partners involved with the delivery and direction of the project. The project is funded for 2 years by Macmillan Cancer Support.

The Torbay Equity Project is a place based and integrated approach to engaging with people affected by and living with cancer in the Torbay area. The project aims to understand more about health inequalities experienced in the local area, and to co-produce solutions to meet diverse needs.

Main Duties and Responsibilities:

- Work closely with local community and voluntary groups to design and deliver bespoke engagement activity across Torbay area
- Develop a good understanding of community needs and issues, prioritising areas of health inequalities such as areas of deprivation/social injustice, Multicultural (BAME) community, people with a learning disability, LGBTQ+
- Host and facilitate targeted engagement events/ co-work community events alongside other key stakeholders
- Map existing assets available to cancer patients in the Torbay area
- Carry out asset-based community development with Torbay residents affected by cancer along with their wider family and support networks
- Establish integrated community engagement/support and information 'pop ups' in the Torbay area alongside Torbay Hospital's Living Well Beyond Cancer (LWBC) team
- Engage and collaborate with existing roles already engaging with the local community e.g., Torbay Community Development Trust Community Builders, One Devon Outreach Involvement Manager, Torbay PCN Cancer Support worker
- Engage and collaborate with existing structures and networks e.g., Healthwatch Torbay, Torbay Helpline, social prescribers, Macmillan Welfare Rights Advice, The Lodge, Digital Health Devon, Turning the Tide on Poverty
- Co-produce culturally appropriate and fully integrated interventions that enable early diagnosis of cancer, support through treatment, and managing cancer/the impacts of cancer as a long-term condition (with the support from partners, patients, their care givers and staff at Torbay and South Devon NHS Foundation Trust)
- Establish and support a Torbay Equity Project Advisory Group
- Attend the Integrated Steering Group when appropriate, reporting on engagement activity delivered and proactively seeking opportunities to collaborate with outreach information and support activities delivered by The Lodge Team
- Provide project reports on a quarterly basis to project partners, together with an annual report each year to highlight areas of work, themes and impact and outcomes in a format agreed by the Torbay Equity Project Advisory Group

Actively promote the project, including how to be involved, through local community networks and various methods e.g., social media, local community newsletters etc.

Administration

- Produce draft correspondence documents and promotional emails for distribution to stakeholders then send to the ECSW Communications and Digital Lead for pre-approval before distributing
- Maintain up to date records of all activities, including project plans, project schedules, engagement plan together with email contacts for distribution to stakeholders and members of the public involved with the project

- Organise and coordinate regular project advisory team meetings and record minutes
- Collate project data/stats/feedback for reporting purposes
- Produce written reports using the required branding and in line with the project outline.

General responsibilities

- Proactively manage workload to ensure outcomes and deadlines are met to a high standard
- Adhere to all relevant organisation policies and procedures
- Portray a positive image internally and externally of the organisation and high standards of personal and professionalism leading by example
- To undertake such duties consistent with the nature of the grade and post.

Person Specification

Essential skills and abilities

- Proven track record of delivering community engagement, preferably with key groups covered within the job specification
- Proven work experience of delivering community projects using codesign methods
- Ability to liaise with stakeholders of different levels
- Passion for quality public health and care services and an understanding of the role of the public voice in achieving this
- Attention to detail
- Good organisational and time-management skills
- Ability to prioritise own workload and work to deadlines
- Exceptional communication, written and verbal, together with excellent interpersonal skills
- Ability to work effectively both independently and as part of a team
- Experience using computers for a variety of tasks
- Competency in Microsoft Office applications including Word, Excel, and Outlook
- Ability to work on tight deadlines
- Good understanding of equality and diversity.

Desirable skills and abilities

- Knowledge and understanding of the health and social care sector
- Self-motivated
- Flexibility
- Experience of using social media and other communication methods
- Experience of project report writing
- Good sense of humour.