



SUPPORTING THE COMMUNITY THROUGH
ADVICE, SUPPORT & SERVICES

Job Description

Engagement Officer – Health

Hours:	15 hours per week
Salary:	£19,000 per annum (pro rata)
Reports to:	Coordinator Health Improvement - Adults
Work base:	High Wycombe, although occasional travel throughout Buckinghamshire will be required with expectation of working flexibly
Key Contacts:	Public/Service Users Partner Organisations Community Groups Colleagues Volunteers

Job Summary

The Healthy Living Centre Community Interest Company is a well-established, vibrant, developing social enterprise based in Aylesbury. The organisation provides a variety of diverse health and wellbeing services to areas of high need and deprivation across Buckinghamshire.

The Outreach Officer will seek to actively engage with members of the Black, Minority and Ethnic (BME) community, working with them to co-ordinate the development, implementation, evaluation and sustainability of community development initiatives across all ages. The post holder will have a clear, focused and structured understanding of the issues which affect the lives of individuals, setting goals for improvement and responding to problems and needs through empowerment and active participation, researching best practices and community needs. With a particular focus on health improvement initiatives; this post requires the individual to possess a strong and consistent understanding of local and national agendas of health and wellbeing initiatives and to implement them, engaging with local communities where health inequality is most prevalent. S/he will encourage access to services and develop further services to alleviate the access barriers. Responding to community needs and delivering outreach support across the county in the form of engagement initiatives.

The post-holder will have the skills to effectively co-ordinate projects, working with other members of the Community Development team to collate evidence, reports and data relating to specific geographical areas with high levels of need and deprivation. S/he will be able to identify community skills, assets, issues and needs by building successful relationships with community groups and external agencies to improve health and wellbeing of communities.

Main Responsibilities:

- Support community consultation to inform health improvement initiatives
- Deliver health improvement services in High Wycombe and provide occasional service cover in other areas of deprivation and need across Buckinghamshire
- Engage with target groups and recruit to services/activities
- Plan and co-ordinate health and wellbeing projects
- Promote HLC's services and activities across the county, linking with interested parties through networking groups
- Plan, monitor and evaluate the effectiveness of initiatives, producing regular case studies as required
- Co-ordinate the delivery of partner services
- Engage with individuals and groups, supporting them to express their needs appropriately
- Ensure monitoring returns are completed for all health and wellbeing programmes/activities
- Engage, mentor and train volunteers
- Undertake training as required
- Attend and participate in team/staff meetings
- Represent HLC at external meetings/events as required
- To undertake other work that may arise on a day to day basis to support the objectives of the HLC as requested by manager

This post requires enhanced DBS disclosure.

Last updated: February 2018

Person Specification
Community Development
Outreach Officer



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Factor	Essential (E) / Desirable (D)
<p>Qualifications</p> <p>Diploma in Community Development, IAG or similar</p>	D
<p>Experience</p> <p>Experience of planning and delivery of community based initiatives and training</p> <p>Experience of working in partnership with a variety of organisations</p> <p>Experience of working with those living in areas of deprivation and inequalities</p> <p>Experience of relationship building</p> <p>Experience of presenting ideas</p> <p>Administrative experience</p> <p>Project management experience</p>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>
<p>Knowledge</p> <p>Knowledge of health and social care issues</p> <p>Understanding of the effects of inequality and deprivation</p> <p>Knowledge of research techniques</p>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p>
<p>Skills and Abilities</p> <p>Skills of working with hard to engage individuals or groups</p> <p>Interpersonal skills to build relationships and network with a wide range of individuals and groups</p> <p>Report writing skills</p> <p>Excellent verbal and written communication skills</p> <p>Presentation skills</p>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>

Ability to act as an advocate	D
Ability to identify new opportunities	E
Facilitation skills	E
Ability to work as part of a team	E
Ability to act on own initiative	E
IT literate in all applications of Microsoft Office	D
Commitment and enthusiasm	E
Good organisational skills	E
Sincerity, patience and tact and the ability to earn the trust of others	E
Excellent listening skills and confidence in talking to people both in groups and on a one-to-one basis	E
Ability to work effectively with those affected by language barriers	E
Personal Attributes	
Engaging	E
Confident	D
Flexible in approach	E
Innovative	E
Mobile with access to own transport	D
Motivation	
Passionate about challenging inequalities	E
Commitment to HLC aims and objectives	E
Motivated to develop own practice	E

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