



## Community Engagement Officer

### JOB DESCRIPTION

<b>Job Title:</b>	Community Engagement Officer
<b>Hours:</b>	35 hours per week
<b>Location:</b>	CDHN office with flexibility to work from home. Travel to locations across NI as required.
<b>Reports to:</b>	Strategic Impact Manager
<b>Salary:</b>	NJC Scale 5 (£22,183 - £24,491) + 6% Employer's pension contribution
<b>Contract:</b>	3 years fixed-term

**The Overall Purpose of the Job** is to support the Community Development and Health Network's (CDHN) long-term commitment to ongoing engagement with our members and community stakeholders in line with our strategic direction to end health inequalities.

We bring together the expertise of our members to share their learning and ensure that the voice of people and communities' lived experience is at the heart of policy and decision-making at all levels.

Using a range of participatory approaches and suitable digital technologies, the Community Engagement Officer will work with the Strategic Impact Manager to implement our Community Engagement and Membership Strategy to grow and diversify our membership base.

They will be responsible (with support) for developing, mapping, and delivering a range of networking and engagement events; working with other colleagues, communities, and stakeholders to support community-based solutions to complex social, economic, and environmental problems, to bring about change.

## **Main Duties and Responsibilities**

### **Engagement, relationship building and awareness raising**

1. Identify, engage and build relationships with people in the community and key stakeholders to raise awareness of health inequalities, the social determinants of health and the work of CDHN.
2. Establish contact and make connections with individuals and groups from all sections of the community to identify local issues, needs and demands.
3. Create, develop, and promote a wide range of community engagement activities in line with the needs of our members and CDHN's strategic aims.

### **Networking and Engagement**

4. Identify priority areas for events and offer opportunities to network, share knowledge and skills and increase community cohesion.
5. Co-ordinate 5 regional networking events each year to support collaboration on common issues of concern
6. Organise speakers or presenters and facilitate sessions at workshops and events.
7. In conjunction with the Finance team, establish a system for community participation expenses, monitoring the costs and benefits.
8. Collate and analyse participation and engagement data from events and share with managers and members to shape future programmes and events.
9. To assist the team to carry out effective community led engagement activities and capture the outcome of the engagement process.
10. Support communities to shift towards digital options for networking and collaboration. Identify ways of using technology to innovate CDHN's approach to community and wider stakeholder engagement on a more continuous basis.
11. Work with community groups to identify the barriers to digital inclusion and implement new opportunities to tackle exclusion.
12. Provide accessible information on community participation and engagement methodologies and respond to requests for support from communities; provide a linking and signposting role within the sector.

### **Membership engagement**

13. Co-ordinate the meetings of CDHN Membership strategy working group, including preparing supporting paperwork and progress updates.
14. Work with the Communications Officer to use active communication channels and platforms to ensure a smooth two-way flow of information on the results and outcomes of CDHN membership and stakeholder engagement.
15. Work with members to identify and mobilize community assets and strengths to develop membership capacity to make joint decisions and take collaborative action to reduce health inequalities.

## **General**

16. Use CDHN's CRM system to store, manage and report on data about community engagement activities; meetings, workshops, focus groups, etc., and any qualitative data arising from these activities, as appropriate.
17. Represent CDHN at meetings and initiatives to promote the work and values of CDHN with external stakeholders and members of the public.
18. Participate in staff meetings and other relevant meetings, such as cross-organisational working groups as appropriate.
19. Undertake any other reasonable duties requested by CDHN.

## PERSONNEL SPECIFICATION

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• A third level education qualification in a relevant discipline e.g., community development, health promotion, social policy/sociology/psychology</li> <li>• <b>or</b></li> <li>• Level 3 NVQ and the equivalent of six months experience of working in the VCSE sector in a paid or unpaid capacity</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of volunteering and organising groups in the community sector</li> </ul>
<b>Key skills</b>	<ul style="list-style-type: none"> <li>• Strong written and oral communication skills including report writing</li> <li>• Demonstrated interpersonal and team working skills with the ability to build relationships with people from a diverse range of backgrounds</li> <li>• Good organisational skills, including working individually to manage and prioritise a busy workload with good attention to detail</li> <li>• Ability to listen, problem solve and analyse</li> </ul>	<ul style="list-style-type: none"> <li>• Event planning and organising meetings and workshops in person and online</li> <li>• Producing information for websites or digital platforms</li> </ul>
<b>Knowledge and attributes</b>	<ul style="list-style-type: none"> <li>• A good understanding of the community and voluntary sector</li> <li>• Knowledge of community capacity building and community development approaches</li> <li>• Comfortable with community focused approaches and engaging with a diverse range communities</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the social determinants of health and social inclusion.</li> </ul>
<b>Technical skills</b>	<ul style="list-style-type: none"> <li>• Strong IT skills including sound knowledge of Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>• Good working knowledge of digital platforms for promotion and engagement</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Commitment to equality and the values and ethos of CDHN</li> </ul>	

	<ul style="list-style-type: none"><li>• Access to a form of transport that will allow the post holder to fulfil the travel requirements of the job and be willing to travel across NI.</li><li>• Flexible approach, as weekend and evening work may be required</li></ul>	
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