

Engagement Coordinator (Health and Care)

Salary: £24,964 pa (pro rata)

Contract: Full Time (36 hours) Temporary – Fixed term 2 years.

We are happy to consider a secondment or Job Share as appropriate.

Benefits: Flexible and remote working, employer contribution to pension, continuous personal development, 25 days holiday plus 8 bank holidays per year

Base: The post will be based at VAC Office, The Resource Centre, Hall St, Halifax, HX1 5AY, however you will be expected to work flexibly across the Calderdale Health and Social Care system.

Closing date: 19th October 2020

Start date: As soon as possible

Interviews: Due to the pandemic all interviews will take place online on 4th & 5th November 2020.

About VAC – Improving Local Lives

At Voluntary Action Calderdale (VAC) we are on a mission to create connections, solutions and opportunities that build stronger communities. We are a membership organisation that delivers a range of support and services to Voluntary and Community Sector (VCS) organisations and groups across the Boroughs of Calderdale and Kirklees.

Our vision is to improve local lives by promoting positive social change. Our work includes organisational development support, driving quality across the sector and creating opportunities for the VCS sector to grow and thrive.

Align with our Values

We use our core values as a guide to determine how we behave, how we make decisions and how we deliver on our roles and responsibilities.

Whilst our personal values may all be unique, we expect all VAC employees to embrace, engage and demonstrate our values whilst working with us, so we collectively build a strong unified culture to help us deliver our Mission and Vision.

VAC Values

Quality We work to the highest standards, continuously developing our skills and knowledge	Connectivity We create lasting connections by working collaboratively towards shared goals	Inclusion We champion diversity, promote equality and create environments where everyone can flourish	We Value: Quality Connectivity Inclusion Integrity Solutions
Integrity We are transparent, honest and fair. We do what we say we will.	Solutions We take ownership and make things happen in a creative and positive way.		

The Job Description

Key purpose of post

The Engagement Coordinator (Health and Care) will be part of a team that will work closely with NHS Calderdale Clinical Commissioning Group's (CCG) engagement team to lead on and/or support a wide range of patient and public engagement and involvement projects.

The post holder will work in partnership with a range of stakeholders and will need to engage with key audiences to ensure a strategic and joined up approach to deliver Calderdale Cares (<https://www.calderdaleccg.nhs.uk/download/calderdale-wellbeing-strategy-2019-2024/>) in line with Calderdale's Involving People Strategy (in the process of being approved).

Your accountabilities

- Implement Calderdale Involving People's Strategy in the delivery of patient and public engagement and experience and ensure delivery reflects the principles and approaches set out in the strategy.
- Support strong collaboration across Calderdale where organisations, including the NHS, Calderdale Council and the voluntary and community sector work together and share resources to deliver a range of support to promote greater engagement and involvement within the five localities.
- Build strong relationships with local community groups including Engagement Champions to ensure opportunities for engagement. Work collaboratively with colleagues to ensure the appropriate resource and expertise is used efficiently.
- Continue to build the capacity for the local voice in communities by sustaining and building on existing networks. And continue to find ways to reach those who are not currently involved, and ensure all communities have the opportunity to become involved.
- Facilitate the exchange of stories, images and narrative within each locality in Calderdale by the people who live, represent or work in those localities.
- Using asset based approaches to community development to explore the opportunities to empower local people in the delivery of Calderdale Cares.
- Support meaningful conversations for people to have a voice in developing solutions in their local area. By getting people involved in the development stage of commissioning processes and genuine co-design of services with service users, patients and local communities.

- Using co-production techniques to support genuine meaningful involvement and develop materials to capture all engagement activity such as engagement plans / approaches and findings reports summarising engagement.
- Organise and facilitate a range of local engagement events in line with good practice to ensure that the views of patients and the public are captured appropriately. Ensuring people are given the opportunity to express their views and feedback is incorporated into decision making processes.
- Provide feedback to local communities so they can see the results of their involvement using approaches such as; 'you said, we listened'. Ensuring communities receive timely and appropriate information and communication.
- Provide support and guidance that will help Primary Care Networks (PCNs) develop their own approach to involving patients, stakeholders and the public.
- Develop and deliver a range of projects and activities to involve and promote the participation of the Voluntary and Community Sector (VCS) and wider communities in a range of engagement activities.
- Deliver a range of engagement techniques, activities and resources to enable effective dialogues with a wide range of diverse audiences in the five localities.
- Find and deliver creative ways to listen and promote opportunities for gathering views from local people and those who are seldom heard. Ensuring representation of local people is reflective of the local population and continue to develop mechanisms to involve underrepresented groups including those protected under the Equality Act.
- Use and maintain information systems and databases handling specific information, which may be sensitive, complex or confidential and appropriately recording, transferring and/or coordinating such information in accordance with the Data Protection legislation.
- Support the management of any delegated financial budget, for example, budget of a project in accordance with financial rules.
- Provide support to relevant steering groups as required, working closely with internal and external stakeholders to agree agendas, taking notes and keeping an accurate record of actions.

This role profile is not exhaustive and you may be directed to complete other tasks according to the skills and requirements for individual roles. These duties will always be reasonable and deemed within the expectations of your position.

Your strengths and characteristics

You will be working in a fast paced and challenging yet rewarding role. We are looking to employ someone who has/is:

- Crystal clear communication skills that engage people to enable priorities of the role and strategy to be met.
- Effective negotiation, persuasion and/or motivation skills to engage key stakeholders and a diverse range of communities to
- Ability to anticipate obstacles and make judgements on a range of complex issues, keep calm under pressure and to problem solve on your feet.
- Proactive and results orientated with excellent attention to detail and a focus on quality engagement and outcomes based on collaborative action.
- Capacity to build strong relationships to engage internal and external stakeholders.
- Initiative and drive to identify, generate system wide engagement opportunities and partnerships.
- Inspiring, dynamic, energetic, enthusiastic, must enjoy working with people and be focused on promoting positive impact.
- A planned and organised approach with an ability to prioritise their own workload in order to meet strict deadlines. Have attention to detail, able to work accurately, identifying errors quickly and easily.
- Flexibility – ability to adapt and be flexible in approach to work to enable role and organisational priorities.
- Discretion as required and an ability to keep sensitive information confidential.
- An enabling and growth mindset linked to VAC values with the ability to forward plan.

The Person Specification

Key:
 A = Application
 P = Presentation
 T = Test
 I = Interview
 C = Certificate

SKILLS, KNOWLEDGE & EXPERIENCE		
Requirement	Essential/ Desirable	Measurements
Partnership - Experience of working in partnership with a range of communities and stakeholders across health, social care, education, and third sector organisations involving both communities and key stakeholders in coproducing solutions and service re-design	Essential	A,P,T,I
Communication - Ability to engage and create strong connections with diverse communities and range of stakeholders across all sectors to promote and deliver the requirements of the role and Involving People Strategy	Essential	A,P,T,I
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Planning & Coordination - Experience of planning, co-ordination and delivering on meetings, projects or events involving communities, senior managers and delegates from both internal and/or external organisations in line with plans and delivery in agreed timeframes.	Essential	A,P,T,I
Patient & Public Engagement – Working knowledge of patient and public engagement and an understanding of how it can inform decision making within large and complex organisations/systems	Essential	A,P,T,I
Community Development - Understanding of community involvement and community development approaches and experience of working with and engaging with a wide range of diverse communities utilising appropriate and varied methods	Essential	A,P,T,I
Managing complexity/conflict - Experience of using conflict management / advocacy skills and or independent facilitation as part of creating effective partnerships and dialogue between key and different stakeholders and provide timely advice, information or support to internal and external stakeholders around complex issues.	Essential	A,P,T,I

Presentation and Reporting - Provide and receive complex information in order to successfully convey information and ability to produce accurate detailed performance and monitoring reports and present to internal and external stakeholders at all levels including public facing reports	Essential	A,P,T,I
Involvement - Good working knowledge of the national and local priorities for involvement particularly linked to NHS and wider sector and experience of managing projects using involvement/engagement tools and methodologies to promote effective outcomes	Desirable	A,P,I
Taking Responsibility - Plan and manage own workload to weekly, monthly and annual timescales to ensure continuity of responsibilities and workload and deliver outcomes with a managed approach, providing timely updates to managers and commissioners as required.	Essential	A,P, T, I
IT literate – ability to confidently use all current IT office software including Microsoft Excel to generate reports, presentations and develop effective business processes	Essential	A,P,T,I
Full clean driving licence, use of own vehicle with adequate insurance and ability to work flexibly and travel independently including out of office hours	Essential	A

QUALIFICATIONS		
Requirement	Essential/Desirable	Measurements
Minimum diploma level education or equivalent training and in-depth experience in a relevant function in line with the requirements of this post (or working towards)	Essential	A,C
Diploma or Certification in areas of Project or Programme Management or Community Development	Desirable	A,C

Employment Details

Special Conditions

Work flexibly to ensure people and communities are involved and able to have their say, this may mean working occasional evenings and weekends depending on the target audience and project. The post may involve taking event equipment to community venues, setting up events and working in community environments

Ability to travel and work across Calderdale and occasionally regionally or nationally for meetings / events.

Probationary Period

The post will be subject to a 6 month probationary period.

Disclosure and Barring Service Check

This post may involve access to young and/or vulnerable people as such it is a requirement under The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 that you may be required to submit a Disclosure and Barring Service check.

Equal Opportunities

VAC is committed to equal opportunities, anti discrimination and anti oppressive policy and practice. No one we have contact with may be discriminated against either directly or indirectly on the grounds of gender, race, nationality, ethnicity, religion, marital status, sexual orientation, age or impairment. This policy applies to job applicants, employees, volunteers and service users.

How to Apply

The closing date for applications is 19th October 2020 (midnight). To apply for the role, please submit your CV and a supporting statement (no longer than 2 sides of A4 Arial 12 font) describing how you meet the requirements within the Job description and Person Specification (using examples to demonstrate your skills, knowledge, experience and key characteristics) and email to maggie.opacic@cvac.org.uk. *NOTE: If a supporting statement is not submitted as part of the application it will not be shortlisted.*

If you would like to discuss the role please contact Louise Burrows, Quality for Health & Wellbeing Manager on 07495 049528 or 01422 348777.

Deadline for submission of applications is midnight on 19th October 2020

Interviews will take place on 4th & 5th November 2020 – due to the pandemic, interviews will take place online. If you have any concerns please contact the recruiting manager. **Participants will also be expected to complete a short presentation. Details of this will be provided on the day of the interview.**

Unfortunately, we are unable to give feedback to applicants not shortlisted for interviews.

We do provide feedback upon request to candidates interviewed.