

JOB DESCRIPTION

Job Title: Community Engagement Manager

Department: Support, Policy and Insight

Reporting to: Head of Support Services

Location: Home based

PURPOSE OF ROLE:

At Tenovus Cancer Care, we want a future that gives anyone affected by cancer in Wales, the best access to the treatment and support they need so that they can live their best lives.

The Community Engagement Manager will oversee the management of the Community Engagement Team to ensure people affected by cancer in Wales know where to access support to help deal with their diagnosis. The role involves developing new relationships with organisations both on a local and strategic level so that they can signpost into the cancer support services available. The role will ensure that people know how to access our holistic offer of care, no matter what their background or characteristics so that they feel better able to cope with their cancer diagnosis.

MAIN DUTIES AND RESPONSIBILITIES

- Alongside the Head of Support Services, oversee the ongoing development of our community engagement programme including the use of comprehensive operational plans to support the delivery of all KPI's
- Build and maintain strategic relationships with key regional and local partners and stakeholders to promote the work of Tenovus Cancer Care with a view to improving outcomes for people affected by cancer in Wales.
- Provide leadership and manage the overall performance of the Community Engagement Officer/s to ensure that they are working to agreed objectives, delivering outcomes and receiving appropriate training and support.
- Develop and deliver plans, in collaboration with our Communications and Marketing teams to engage and connect with diverse communities impacted by cancer, to ensure they know where to access support.

- Identify key external events e.g. networking events or conferences and work with the team to prioritise attendance, maximising opportunities to promote the scope and impact of our holistic offer of support.
- Working with the People and Development and wider Community Engagement teams, provide oversight of the Community Engagement volunteers to ensure they are supported to deliver proactive and reactive contributions within their local communities.
- Work closely with the wider Support Services and Policy team to comprehensively promote our services, signpost to our advocacy offer and and raise awareness of our campaigns
- Work closely with our Insight team to recruit members to our All-Wales Cancer Community and identify opportunities for members to express their views on local policy, service and research development and delivery.
- Alongside fundraising and colleagues within the volunteering team, provide oversight of our developing “Book a Talk” initiative, ensuring data is captured and reported in line with organisational requirements.
- Lead the Community Engagement team in the use of relevant client management systems to ensure we capture data on the delivery of our activities.
- Ensure that accurate and timely reports are submitted to the Head of Support Services, relevant fundraising teams as to provide assurance regarding the funding and monitoring of projects.
- Work alongside fundraising colleagues to monitor and apply for external fundraising opportunities with a view to funding the ongoing development of the team across new geographical areas.
- Work alongside the Head of Support Services and our Trust and Foundation team to ensure that the budget for the team is monitored and financial milestones are met in line with requirements for our funders.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Practical experience in relevant health, social care or social justice field	●	
Experience of working in third sector, social justice or social care organisation	●	
Experience of managing teams within a diverse and multi – disciplinary environment	●	
Experience of developing and maintaining strong stakeholder network from several statutory, third sector and private sectors	●	
Ability to monitor and effectively manage budgets.	●	
Experience of planning and delivering a service evaluation programme to demonstrate clearly achieved outcomes		●
Experience of dealing with complex issues	●	
Experience of working with volunteers	●	
Good understanding of equal opportunities issues and the barriers faced by those affected by cancer.	●	
Skills, Aptitudes & Abilities		
Strong and supportive people management skills to successfully manage a regionally spread team	●	
Strong influencing and stakeholder management skills, with the ability to build strong networks and engage with a range of internal and external stakeholders	●	
Computer literate with Outlook, Word, Excel and PowerPoint.	●	
Advanced IT, database and data insights skills.		●
Excellent interpersonal and communication skills	●	
Ability to manage a range of work objectives, some often with challenging and competing timescales.	●	
A commitment to cross departmental working - recognizing how different areas of work across an organisation fit together.	●	
Ability to communicate in Welsh		●
Able to work flexibly including out of normal office hours.	●	
Legally able to drive in the UK on a full licence	●	

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus, and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Integrity, Supportive, Inclusive, Innovative and Collaborative. All employees are expected to demonstrate and reflect these values in their day-to-day activities.