

## JOB DESCRIPTION

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**Job Title:** Community Engagement Officer / Swyddog Ymgysystllu Cymunedol

**Department:** Support, Insight and Policy

**Reporting to:** Community Engagement Manager

**Location:** Home based/Head Office

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### PURPOSE OF ROLE:

To ensure people living with cancer and their carers have access to the best help and support following a cancer diagnosis. To promote Tenovus Cancer Care and its services and support the development of links across the local community to improve access to internal/external service provision. To work with local agencies to create a partnership approach across the local community to facilitate the best holistic offer of support for people affected by cancer and their carers, paying particular attention to people who are seldom heard.

### MAIN DUTIES AND RESPONSIBILITIES

#### *Strategic:*

- Develop and maintain a good knowledge of the wide range of services that Tenovus Cancer Care offer and work with other members of the support services team to promote the holistic offer
- Report and update on progress in an accessible way which increases understanding of local need and informs potential future direction of the initiative

#### *Operational:*

- Initiate contact and build relationships with local and regional organisations that support or treat people affected by cancer, to raise awareness of the services that Tenovus Cancer Care offer and foster joint working and potential collaborations
- Engage with people affected by cancer to identify their need for advice/information and support
- To create a referral network within the local community, after making links with local organisations, support groups and national organisations working in the area
- Support the existing external/internal referral mechanisms to deliver an effective and responsive service to people affected by cancer and their carers, making informed suggestions of improvements as community engagement links develop.
- To create agreed promotional materials to advertise the service to enable access by the local community

- To define and carry out engagement activities to highlight the opportunities of working in partnership including workshops and other events
- To design and deliver (with the support of Community Engagement Champion volunteers) a range of presentations to advertise and promote Tenovus Cancer Care and the services
- Ensure that all the needs of people affected by cancer are considered in order to deliver a holistic service
- Ensure that all data collected is input accurately and that this is used to contribute to the focus and development of the service

#### *People Management:*

- To recruit, manage and coordinate a range of volunteer activities to achieve the objectives of this service working alongside our volunteer team
- To provide comprehensive training for volunteers on their job roles
- To work with volunteers to ensure there is clarity of process and messaging for them to deliver information on behalf of Tenovus Cancer Care

### **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 everyone's responsibility to fulfil a proactive role to the management of risk in all of their actions. This involves 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 – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience &amp; Knowledge</b>		
Experience of working with a range of different organisations		●
Experience of identifying and engaging with various community groups	●	
Experience of delivering projects, including insight and data gathering, to strict deadlines	●	
Experience of planning and delivering events		●
Good understanding of equal opportunities issues and the barriers faced by those affected by cancer	●	
Experience of working with a diverse range of people	●	
Experience of working and/or understanding the needs of seldom heard groups e.g. digitally excluded	●	
Experience of the supervision or management of volunteers	●	
Experience of presenting to individuals and groups of people	●	
<b>Skills</b>		
Excellent communication, written and organisational skills	●	
Ability to prioritise tasks and meet deadlines	●	
A team player, also able to work independently in the community	●	
Ability to problem solve with minimum supervision		●
Good insight and data collation skills data entry with relevant IT skill		●
Excellent interpersonal skills	●	
Ability to communicate through the medium of Welsh – or willingness to learn Welsh		●
Good presentation skills with a proven ability to facilitate groups	●	
Legally able to drive in the UK on a full licence with access to own transport	●	