



JOB DESCRIPTION	
TITLE:	Community Outreach & Engagement Officer
WORKING HOURS:	21 hours per week. Some evening and weekend work will be required.
CONTRACT:	2 year fixed term
SALARY:	£26,000 per annum pro rata.
RESPONSIBLE TO:	Chief Executive Officer.
WORKBASE:	Flexible – Remote working from Home, Community locations and main Office.
MAIN PURPOSE	
<p>To deliver an inclusive community outreach and engagement service, to Carers from diverse backgrounds and life experiences. This a new and exciting specialist role will support Southend Carers ambitions to improve engagement for ethnically diverse, Male and Young Adult carers, and improve and support their access to carers support and community services.</p> <p>It requires a sensitive yet strong commitment to inclusion, diversity and equality, as well as a determination and enthusiasm, to want to make a difference to the lives of carers living in Southend-on-Sea, for whom accessing services is not always that simple or straightforward.</p> <p>This role is ideal for someone who is dynamic, enthusiastic, highly motivated, experienced and confident in community engagement, developing community relationships and building partnerships. The successful candidate will also want to help Southend Carers to build a caring community by raising awareness, championing inclusion, celebrating diversity and removing social and cultural barriers to accessing Carers support.</p>	
MAIN TASKS	
<ul style="list-style-type: none"> • Outreach & engagement within the community to increase community awareness and facilitate the recognition and identification of ethnically diverse, Male and Young Adult carers, who experience difficulty in accessing carers support services • Provide accessible information, advice, emotional and practical support to ethnically diverse, Male and Young Adult carers that helps to build knowledge, skills 	

and confidence, effectively meets their needs and helps carers to achieve positive outcomes.

- Facilitate sensitive and meaningful conversations with ethnically diverse, Male and Young Adult carers, listening carefully to identify the carers own strengths, resilience thresholds, life and personal caring ambitions, sustainable support needed, and positive personal outcomes.
- Develop and deliver culturally sensitive and inclusive outreach and engagement activities, events, communication and information.
- Encourage and enable carers to constructively voice their needs and issues and have their concerns heard, recorded and addressed by Southend Carers and other support agencies.
- Ensure carers have access to a full spectrum of preventative approaches and a variety of opportunities and resources to support them in their caring role including future and contingency planning.
- Provide appropriate referral and signposting to Carer support services and/or other agencies that offer services from which carers will benefit, supporting carers to access other services, community assets and support available to them, and encouraging them to apply for services that they may not already be accessing.
- Prepare case studies, reports and statistical information on the work of the project including both qualitative and quantitative reports on a regular basis to assist Governance, Management and Funding requirements.
- Co-ordinate appropriate and sensitive feedback mechanisms for Carers to engage with Southend Carers and its services.
- To facilitate links and representation with community, statutory, voluntary and private sectors on matters affecting ethnically diverse, Male and Young Adult carers.
- To contribute to the overall & future development of Southend Carers.
- To undertake any other appropriate duties commensurate with this post.
- To undertake internal, peer and self-training to ensure up to date knowledge on role requirements, key carer specific legislation, opportunities for carers and local community services

PERSONNEL SPECIFICATION		
Community Outreach & Engagement Officer		
	Essential	Desirable
Qualifications and Education	1. Relevant qualification in community development, health, social care or experience in a similar post with transferable skills.	
Experience	2. Direct experience of community engagement & outreach, delivering services and/or supporting individuals relevant to the responsibilities of the post outlined above. 3. Working within a personal outcome focused service delivery model.	Working with, Identifying, informing, advising, supporting and enabling carers, understanding the issues affecting carers
Skills, knowledge and ability	4. Up to date knowledge of the legislation, strategies and policies relevant to carers 5. Knowledge of the impact of a caring role and the ability to agree appropriate support plans and outcomes. 6. Understanding of public protection, equalities, data protection, information sharing and health and safety legislation etc. relevant to the work. 7. Good interpersonal skills with the ability to communicate effectively with a diverse range of people at all levels. 8. Good oral, presentation and written communication, negotiation and group work skills. 9. Excellent working knowledge and understanding of current Microsoft Office suite. 10. Effective team contributor with a willingness to carry out tasks as required in relation to all aspects of the organisations activities and contribute personally to all the activities of the charity. 11. Excellent problem-solving skills and ability to find solutions for improvement.	Ability to demonstrate initiative, develop and implement new ideas Planning and reporting on work tasks within agreed timescales and budget Understanding of organisation policy and how this informs practice Community Development Support Planning and outcome based approaches

	<p>12. Undertake a methodical, organised and flexible approach to work whilst prioritising workload to meet deadlines.</p> <p>13. Maintain a high level of confidentiality and discretion at all times.</p>	
Personal Attributes	<p>14. Commitment to the value base of the organisation and providing quality services.</p> <p>15. Appreciation of and sensitive approach towards the needs and issues faced by carers is crucial.</p> <p>16. Responsible and professional manner.</p> <p>17. Strong personal motivation, leadership skills and ability to motivate others.</p> <p>18. Confidence, enthusiasm and creativity to develop ideas and carry them forward.</p> <p>13. Flexibility and willingness to adapt to change.</p> <p>19. The highest degree of honesty and integrity.</p>	
Other	<p>20. Driving Licence and daily access to car.</p> <p>21. Ability and willingness to work flexible hours (occasional evening / weekends) to meet needs of the organisation.</p>	