



Wheatley Care is committed to Equality and Diversity



Job Profile

Job details

Job title	Community Engagement and Activities Coordinator	Section	Wheatley Care Services
Division	Care Services	Report to	Health and Wellbeing Manager/Community Engagement and Resilience Lead
Grade	SCP 18-23	Professional registration	Required (Except in Livingwell services)
Disclosure level	PVG	Date reviewed	May 2020

Job summary

As a Community Engagement and Activities coordinator you will operate within a highly regulated environment and have responsibility for ensuring the highest level of positive participation, engagement and community integration.

This work is set within the context of the Wheatley Care strategy and vision for how the people we work for can get involved and influence our decisions and services.

Recognising the people we work for as leaders in their own life, you will work within a team of Community Engagement and Activities Coordinators to ensure maximum consultation and involvement in all areas of participation and community integration which will promote and support wellbeing and quality of life for the people we work for.

You will develop and deliver creative group work and activities and monitor and record the effectiveness of these against intended outcomes.

You will support local teams to develop resources ensuring there is a shared awareness and understanding of the legislation which directly impacts the local teams and the three work strands of; Older People, Tenancy Sustainment and Self Directed Support across the Organisation.

You will complement, support and enhance the work of services across Wheatley Care

You will work with the Community Engagement and Resilience Lead to support local teams to develop high quality marketing resources and ensure effective promotion of Wheatley Care internally and externally. You will develop community links and community mapping, to identify and engage with useful community resources and groups. You will support the people we work for to become active members of their community.

You will understand the importance of working with partner agencies to achieve the agreed outcomes for the people we work for, local teams and the Organisation.

You will work with a wide range of people, which may include individuals or families experiencing or at risk of homelessness, learning disabilities, addictions, mental health issues, alcohol-related brain damage and young people.

Behaviours and competencies

Our Core Values

- Ambition
- Trust
- Community
- Excellence

As a Community Engagement and Activities Coordinator you will be able to demonstrate the following qualities and abilities:

- Put people we work for at the heart of everything we do
- Be a good listener
- Excellent communication, interpersonal and leadership skills
- Sound organisational and time management skills
- Computer literacy

- Take personal pride in getting the job done
- Flexibility and willingness to respond to the changing needs of Wheatley Care
- Self-awareness and self-motivation
- Ability to take responsibility for own learning and continuous improvement
- Represent Wheatley Care in a positive and effective manner
- Solution focused and innovative approach to challenges

Person specification

Experience

Essential

- Experience of community engagement and integration
- Experience of providing excellent services and supporting positive outcomes for the people we work for
- Knowledge of Self Directed Support, Older People and Tenancy Support Services and the differing and complex needs of those in receipt of support
- Previous involvement in group work and inter-service events that promote health, wellbeing and improve quality of life
- Experience of creating and facilitating group work with a wide range of individuals.

Desirable

- Experience of working with a range of stakeholders to promote the work of Wheatley Care
- Experience of consultation and participation in group work
- Knowledge of funding sources and processes
- Knowledge of the issues that impact on Wheatley Care and Support Strategy

Qualifications

Essential

- SVQ Level 2/3(Health and Social Care), HNC Social Care or other SSSC recognised qualification or commitment to work towards relevant qualification within an agreed timescale.
- Demonstrate Continued Professional Development

Desirable

- Professional Development Award Health and Social Care: Personalisation in Practice
- Scottish Mentoring Network Qualification

Other Essential

- Ability to work flexibly

Other Desirable

- Driving license and access to a car

Job outputs

Role output	Includes the requirement to
Promoting and facilitating meaningful engagement, participation and community integration of the people we work for	<ul style="list-style-type: none"> • Co create mapping and promotion of community resources, activities and initiatives, with people we work for. • Co-create events, themes and inter-service activities across services within your area. • Work closely with the people we work for, one to one and in groups to support community integration, access to community resources, education, return to work, voluntary opportunities, social activities and more. • Work with the Community Engagement and Activities Team and local teams to positively engage the people we work for and assist them in working towards desired outcomes. • Co-create local and organisation wide newsletters and brochures with the people we work for; detailing the work and successes of the Community Engagement and Activities Team and local teams across the Organisation. • Facilitate and Co-create opportunities for involvement, consultation and participation of the people we work for in Organisational Strategies, Policy Review and Development

	<ul style="list-style-type: none"> • Work with volunteers to Co-create meaningful activities which benefit the health, well-being and quality of life of people we work for. • Assist families and carers of the people we work for to get involved in achieving desired outcomes where appropriate. • Involve families and carers in specific group work to promote meaningful involvement in services and the organisation. • Co-Create and facilitate innovative and accessible opportunities for the people we work for to get involved in their care and support, their service and the organisation as whole. • Work to the themes within the annual work plan and Co-create events and activities based on these themes such as national health awareness events. • Lead by example in the way you engage with the people we work for, community linking and your approach to personalisation, promoting risk enablement. • Ensure there is an activity programme in place at services in your area that is co-created by the people we work and that engages with communities and promotes improved health and wellbeing.
Support performance improvement and recognition across the Organisation	<ul style="list-style-type: none"> • Accurately record the effectiveness of events, activities and record the achieved outcomes of any activities. • Support the services in the completion of the satisfaction questionnaires with the people we work for, collating and sharing the results with relevant management. • Co-Create innovative and accessible means for generating feedback from the people we work for. • Participate in, organise and facilitate participation meetings encouraging people we work for involvement in all aspects of this process. • Work with the Community Engagement and Resilience Lead to input into the Care Inspection processes across the Organisation • Participate in the Organisations Celebration of Success events • Share useful relevant information with services, people we work for and staff which may include information on Self-Directed Support.
Ensure the effective marketing and promotion of Wheatley Care Community Engagement and Activities Team internally and externally	<ul style="list-style-type: none"> • Share content on Wheatley Care's website and intranet in relation to Self-Directed Support, personalisation and activities and events. • Work with the Community Engagement and Activities Lead to develop and maintain links with relevant stakeholders including The Scottish Recovery Network, Coalition of Care Providers Scotland, Self-Directed Support Scotland and The Scottish Social Services Council to enhance the work of Wheatley Care • Capture the interventions of Wheatley Care which have assisted people we work for to live happy, healthy lives in their communities, including documenting recovery journeys
Support the Community Engagement and Resilience Lead and Participate in regular supervision	<ul style="list-style-type: none"> • Input to and update the annual work plan for the Community Engagement and Activities Team. • Participate in regular supervision and development opportunities with the Community Engagement and Resilience Lead or relevant supervisor.
Support Research and Development of local teams in relation to Community Engagement and Activities	<ul style="list-style-type: none"> • Keep abreast of developments in relation to best practice in community integration, participation and engagement. • Develop and share knowledge of local resources. • Attend and participate in the Community Engagement and Activity Team Meetings and board meetings. • Attend relevant conferences and community events and share the themes and findings from these across the Organisation • Work with the Community Engagement and Activities Lead to share good practice in relation to engagement and participation across the Organisation.
Promoting and facilitating meaningful engagement, participation and community integration of the people we work for	<ul style="list-style-type: none"> • Co create mapping and promotion of community resources, activities and initiatives, with people we work for. • Co-create events, themes and inter-service activities across services within your area. • Work closely with the people we work for, one to one and in groups to support community integration, access to community resources, education, return to work, voluntary opportunities, social activities and more.

	<ul style="list-style-type: none"> • Work with the Community Engagement and Activities Team and local teams to positively engage the people we work for and assist them in working towards desired outcomes. • Co-create local and organisation wide newsletters and brochures with the people we work for; detailing the work and successes of the Community Engagement and Activities Team and local teams across the Organisation. • Facilitate and Co-create opportunities for involvement, consultation and participation of the people we work for in Organisational Strategies, Policy Review and Development • Work with volunteers to Co-create meaningful activities which benefit the health, well-being and quality of life of people we work for. • Assist families and carers of the people we work for to get involved in achieving desired outcomes where appropriate. • Involve families and carers in specific group work to promote meaningful involvement in services and the organisation. • Co-create and facilitate innovative and accessible opportunities for the people we work for to get involved in their care and support, their service and the organisation as whole. • Work to the themes within the annual work plan and Co-create events and activities based on these themes such as national health awareness events. • Lead by example in the way you engage with the people we work for, community linking and your approach to personalisation, promoting risk enablement. • Ensure there is an activity programme in place at services in your area that is co-created by the people we work and that engages with communities and promotes improved health and wellbeing.
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Ensure the effective marketing and promotion of Wheatley Care Community Engagement and Activities Team internally and externally	<ul style="list-style-type: none"> • Share content on Wheatley Care's website and intranet in relation to Self-Directed Support, personalisation and activities and events. • Work with the Community Engagement and Activities Lead to develop and maintain links with relevant stakeholders including The Scottish Recovery Network, Coalition of Care Providers Scotland, Self-Directed Support Scotland and The Scottish Social Services Council to enhance the work of Wheatley Care. • Capture the interventions of Wheatley Care which have assisted people we work for to live happy, healthy lives in their communities, including documenting recovery journeys
Support the Community Engagement Lead and Participate in regular supervision	<ul style="list-style-type: none"> • Input to and update the annual work plan for the Community Engagement and Activities Team. • Participate in regular supervision and development opportunities with the Community Engagement and Resilience Lead or relevant supervisor.
Additional Duties	<ul style="list-style-type: none"> • It is in the nature of the work that tasks and responsibilities are, in many circumstances, not routine and are variable. • All staff are therefore expected to work in a flexible way when the occasion arises and tasks, which are not specifically covered in the job profile, have to be undertaken. Due to the nature of self-directed support services in particular, staff flexibility is of great importance in order to provide the people we work for with high quality services in line with their wishes. This job profile outlines the main tasks in relation to these services; however, this list is not exclusive. Should there be significant change to the duties of this post; the job profile will be updated in consultation with affected members of staff

Ensure compliance with professional, regulatory, statutory and corporate requirements

- Comply with and implement all Wheatley Care policies and procedures
- Act ethically and with integrity

Interdependencies

- People we work for
- Families and Carers
- External Community Groups
- Community Engagement and Resilience Lead
- Health and Wellbeing Team Leaders
- Health and Wellbeing Managers
- Service Development Leads
- Care Services Innovation and Improvement Manager
- Head of Care
- Wheatley Group Communications Team
- Wheatley Group Community Governance and Compliance Team
- Care Inspectorate
- Wheatley Care Administration team