

# Compassionate Communities Engagement Officer

## JOB DESCRIPTION

Job Title:	Compassionate Communities Engagement Officer
Department:	Knowledge Exchange
Location:	St Catherine's Hospice and local community (Chorley, South Ribble and Preston)
Responsible To:	Compassionate Communities Project Lead
Hours:	Up to 22.5 hours (3 days) per week
Salary:	£25,500 pro-rata (Temporary 12-month contract due to external funding)

## Job Summary

Engage with the communities of Central Lancashire and support the Project Lead to deliver the aims of the Compassionate Community Strategy, as well as helping to deliver elements of the EDI (equality, diversity and inclusion) action plan.

We aim to encourage and empower communities to support each other through death, dying and loss. Compassionate Communities is a social movement where death, dying and loss is everyone's business. It's a shift away from formal services being 'provided for' people, to communities being mobilised to support themselves alongside and in partnership with established services such as those provided by St Catherine's.

You will engage with local communities, volunteers, community groups, places of worship, public services and local networks, to raise awareness of hospice services, and support people from various backgrounds to have skills, confidence and knowledge to support each other through illness, end of life and bereavement.

Your excellent communication skills and passion to improve end of life experiences will be fundamental to help reduce taboos around talking about death and loss. Your interpersonal and excellent listening skills will help build rapport quickly, bust hospice myths and increase our reach across our communities.

You will contribute to the aims of the Central Lancashire Palliative and End of Life Care (PEoLC) collaborative project, which brings together a range of partners including Lancashire Teaching Hospitals, Lancashire Care, Primary Care Networks (PCN's) and St Catherine's community palliative care team, to

improve the care and experience of people and families with life-shortening conditions. Your work will also feed directly into NHS England's "Ambitions for PEO LC national framework"; in particular, "Ambition Six, Each Community is Prepared to Care."

## Main Duties and Responsibilities

### Duties include:

- Using an ABCD (asset-based community development) and Compassionate Communities approach, develop, engage and build relationships with local communities.
- Work in partnership to reach more people and communities and raise awareness of hospice services, both for patients and their families as well as the general public, supporting the work of multiple hospice teams (Community Nurse Specialists, Inpatient Unit, Support Team, Communications and more).
- Develop, co-ordinate and deliver training that can be tailored to communities to help break down the stigma of talking about illness, death, dying and loss.
- Facilitate and develop events, workshops, information sessions and training to raise awareness of hospice services and Compassionate Communities.
- Work with colleagues across the Hospice (Education, Community Engagement/Fundraising, Trading and the Mill Cafe) to promote key messages and income-generating activities.
- Attend local networks to build relationships, raise awareness and reach.
- Extend reach into under-served communities and deepen hospice knowledge and community links with our diverse communities.
- Lead on activities for Dying Matters week, including an annual Faith Leader event.
- Develop knowledge, skills and confidence in grief and bereavement support and lead on community-based Bereavement Cafes run in partnership with the third sector (places of worship and charities).
- Evaluate success, impact and help with analysis, to support the Project Lead when reporting to Committee, funding bids, partners, research, etc.
- Support the development and implementation of the Hospice's EDI strategy.
- Help to recruit and support Compassionate Communities volunteers.
- Contribute to the Hospice CRM (customer relationship management system), used primarily by the Fundraising and Supporters and Donation Teams.
- Participate in personal training, development and performance review as required.
- Promote equality of access and opportunity in all aspects of the work.
- Includes occasional evening and weekend work for training and events.
- Any other duties commensurate with the role as required by the CEO and Directors team.



## **VOLUNTEERS**

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

## **CONFIDENTIALITY**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

## **DATA PROTECTION**

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

# PERSON SPECIFICATION

## ESSENTIAL

## DESIRABLE

### Qualifications

- GCSEs in English and Maths (grade c or above)

### Experience

- Experience and/or confidence in talking about illness, death, dying and loss
- Experience of building relationships and rapport when meeting people
- Previous experience of working in a team
- Experience of working with community groups
- Experience of delivering/facilitating training
- Event and training organisation and planning
- Experience of teaching/training
- Previous experience of working with people with life-shortening conditions
- Experience of ABCD and community engagement or development
- Experience of research

### Knowledge and Skills

- Awareness of the impact of illness, death and bereavement on individuals, families, communities and society
- Understanding and awareness of the varying needs of different communities within the Hospice's catchment area
- Understand the complex needs of individuals with life-shortening conditions, their families and carers
- Passion and commitment to palliative care
- Knowledge of grief, bereavement and loss, or willingness to learn
- Ability to listen and learn from others
- Ability to maintain personal and professional boundaries
- Positive, caring, approachable manner
- Ability to analyse and present data

- Ability to work on own, use initiative and as part of a team
- Excellent and adaptable communication skills and advanced interpersonal skills
- Ability to present to a variety of audiences
- Ability to work independently with limited supervision and prioritise workload effectively
- Personal resilience to deal with difficult and emotional situations

## **Other**

- Commitment to personal and professional development
- An understanding of and demonstrable commitment to the hospice's values of caring, compassionate and committed, as a framework for decisions, actions and behaviours
- Understanding and commitment to the aims of Equality, Diversity and Inclusion
- Appreciation of confidentiality
- Flexible and proactive working approach - some evening and weekend working will be required
- Full valid driving licence/use of own vehicle and able to travel across Central Lancashire as required