#### JOB DESCRIPTION

**Job Title:** Community Engagement Facilitator

**Grade:** Agenda for Change Band 5 (£16,233 for 22.5 Hours per Week)

**Hours:** 22.5 hours per week (flexible to meet the needs of the

Service)

**Responsible to:** Chief Executive Officer

**Reports to:** Compassionate Communities Project Manager

**Duration:** Fixed Term until 31st March 2025

**Location:** Omagh

**ROLE**

The role of the Community Engagement Facilitator is to develop, deliver and oversee an engagement and facilitation programme of work across Northern Ireland that connects with communities, networks, organisations and individuals. This role will be based in Omagh.

This work will focus on the health and wellbeing, with particular reference to social and emotional wellbeing, of 2 population groups:

* **Vulnerable and valued: People who are dying and those who are important to them**
* **End of life as part of life: People who are yet to transition to serious ill health and end of life**

The postholder will be required to work across healthcare, community, statutory and private sectors. They will work in collaboration with relevant agencies to deliver a range of events, education and awareness programmes to enable active citizenship, improve death literacy and death preparedness.

**BACKGROUND**

Compassionate communities are communities who acknowledge that compassion and kindness can influence holistic wellbeing alongside healthcare particularly at a time of crisis, such as advanced illness, ageing, dying, caregiving and bereavement.

**SCOPE**

By adopting a Public Health Approach to Palliative Care we believe that communities have an integral part to play in supporting people impacted by death and dying. Communities include the places where we live, work, go to school, our places of worship and where they enjoy leisure activities.

The Community Engagement Facilitator will directly support the achievement of three key aims of Compassionate Communities;

1. Improve death literacy
2. Increase death preparedness
3. Develop community support

**MAIN RESPONSIBILITIES**

**Community Engagement**

* Listen to and engage with the relevant groups to find out what support is needed throughout the end-of-life journey:
  + People living with advanced illness and age frailty
  + Long-term caregivers
  + People living with bereavement
* Scope opportunities to work in partnership with a range of internal and external partners to deliver a range of initiatives which raise awareness on the needs of people impacted by death, dying and bereavement
* Introduce new stakeholders to the work of Compassionate Communities and invite their participation
* Nurture existing relationships with a view to developing long-term sustainable partnerships
* Assist in the delivery and development in the projects Dying to Talk programme, to include café events, awareness campaigns, seminars/conferences and online events

**Community Development**

* Contribute to the development and delivery of the projects to share knowledge on compassionate communities, information on palliative care, end-of-life care, dying and bereavement
* Contribute to the development and delivery of the projects Healthy End of Life (HELP) programme to facilitate increased awareness on advance care planning, will writing, organ donation, funeral planning and sharing your wishes
* Collaborate with hospice staff (Nurse Managers, Carer Health and Well Being Support Worker, Adult and Children’s Counselling Services, Chaplains, Volunteer Coordinator, Income Generation and Communications) to develop and deliver an education programme that informs and empowers local communities
* Encourage joint working with partners, individuals, community groups and volunteers across Northern Ireland
* Develop a model of delivery for working in communities that promotes the social, psychological and spiritual elements of a holistic care that builds on a communities’ social capital and resilience
* Work with Compassionate Communities NI, to support the development of volunteer-led projects and a Community Volunteering Strategy (including a Compassionate Neighbours approach) that build as community assets and address local needs

**Communication**

* In collaboration with Hospice Communications Department, engage with local and regional media to include newspaper, radio and social media, to raise the profile of the work of Compassionate Communities NW and Compassionate Communities Northern Ireland
* Deliver a multi-media PR and marketing campaign to engage with stakeholders and participants on events and community workshops, in collaboration with Hospice Communications Department
* Engage with internal stakeholders of Foyle Hospice and other external specialist palliative care providers to communicate the interconnectedness of community development and specialist palliative care services as part of a whole population approach
* Engage with all hospice services, care teams and other departments to ensure they are included, consulted and fully up to date with plans and opportunities for cross departmental working
* Consistently and regularly communicate with the hospice care services teams and Carer Health and Well Being Support Worker in order to support the work of compassionate communities
* Build relationships with stakeholders engaged in all relevant education and engagement programmes and populate a database, in order to maintain regular contact and monitor progress. These will include community leaders, volunteers, trainers, groups, supporters, LCGs and local elected representatives

**Monitoring and Evaluation**

* Collect and collate data regarding the numbers of people involved in projects
* Gather qualitative and quantitative data about outcomes of projects
* Liaise with appropriate personnel to develop a system for mapping the impact of the work carried out in the targeted communities
* Maintain a database of anecdotal evidence that illustrates community need and project impact
* Prepare reports for relevant key stakeholders to allow monitoring processes to be undertaken for example, Project Management Board, Board of Trustees and Senior Management Team
* Provide input into target setting and monitor performance of the engagement and education programmes respectively

**Education and Learning**

* Assist in the delivery and participate in educational events, awareness raising activities and information seminars at Foyle Hospice, external venues and conferences at a regional and national level which relate to community engagement.
* Take an active role in talking to interested parties about the work, potential involvement and outcomes of the project

**People Management**

* Facilitate community engagement programmes which focuses on education awareness raising and support for people in the community who are impacted by advanced illness and frailty
* Ensure efficient and effective team work alongside colleagues at Foyle Hospice, Compassionate Communities Northern Group and future Compassionate Communities NI partners
* Assist in the delivery of a training programme for community groups and/or individuals who may be interesting in becoming a compassionate neighbour
* Assess and identify any areas of development or improvement and play a proactive role in the changes agreed
* Management of the volunteers of Compassion in Action programme

**PROFESSIONAL DEVELOPMENT**

* Maintain an on-going understanding of emerging Compassionate Community philosophy, tools, research to include the Compassionate City Charter.
* Continually develop an understanding of current research and developments in living well in palliative care, dying, death and bereavement
* Active participation in Foyle Hospice’s supervision and annual appraisal systems.

### SYSTEMS, EQUIPMENT AND MACHINERY

### Use of IT systems including Microsoft Office to include Outlook, PowerPoint, Excel, Word, project management software, e.g. Evide– Impact Tracker and graphic design applications, e.g. Canva

* Use of telecommunication software, e.g. Zoom and MS Teams

**DEALING WITH CHALLENGES AND COMPLEXITIES**

* Ensuring time to safeguard own health and wellbeing and that of colleagues.
* Ensure compliance with safeguarding vulnerable adults and children’s policies.
* Occasional travel or to attend meetings locally, regionally, nationally and internationally, which may involve long working days.

**COMMUNICATIONS AND RELATIONSHIPS**

* The post holder relies will work closely with a wide range of individuals including staff, stakeholders, volunteers and the general public.

**ADDITIONAL INFORMATION FOR EMPLOYEES**

**Conduct**

Employees must at all times abide by Foyle Hospice policies and procedures and the terms of their contract of employment. They must conduct themselves with impartiality, integrity, objectivity and honesty and maintain high standards of personal and professional accountability.

**Performance**

Employees are expected to demonstrate commitment to the Hospice by ensuring regular attendance at work and efficient completion of duties.

**Risk Management**

Employees must ensure that they comply with any risk management responsibilities specific to their post.

**Governance**

The Hospice is committed to the development and implementation of systems under governance to ensure continuous improvement in the quality of services provided. Employees will be expected to be pro-active, co-operate and work with these systems.

**Confidentiality**

Ensure good practice and compliance in relation to privacy, confidentiality and GDPR regulatory guidelines as set out by Foyle Hospice. All information concerning patients and staff must be held in the strictest confidence and may not be divulged to any unauthorized person. Social media policy must be adhered to at all times.

**Equality & Human Rights**

Employees must ensure that equality and human rights issues are addressed within the post holder’s area of responsibility.

**Health and Safety**

Employees should note that under Health & Safety at Work Legislation they are required to take all reasonable steps while at work to ensure their own health and safety and the health and safety of those who may be affected by their acts or omissions at work.

**Smoking, Alcohol & Health**

Foyle Hospice operates policies on smoking, alcohol and health.

**Environmental Cleanliness**

The Hospice promotes a culture of cleanliness and has adopted a partnership and collaborative approach that recognises cleanliness as the responsibility of everyone, cascading throughout every level of the organisation.

**Infection Prevention & Control**

The Hospice operates policies to prevent healthcare associated infections and the post holder is required to comply with all infection prevention policies, guidelines, protocols and procedures.

**Satisfactory Enhanced ACCESS (NI) check will be required for this post.**

***The duties and responsibilities outlined in the above job description are not intended to be definitive nor restrictive, and may be amended to meet the changing needs of Foyle Hospice, following discussion with the post holder.***

We are an Equal Opportunities Employer