



**Community Engagement Officer -
Gateshead
(with lived experience of sensory loss,
disability or long-term health
conditions)**

Funded by



**Community
Foundation**

About Us

Our Vision

A disabled and sensory loss community that is **informed, empowered** and **resilient**.

Our Mission

1. **Empower** our community by giving them the tools they need to live independently and make positive decisions.
2. Help our community overcome adversity by increasing **resilience** and wellbeing.
3. Ensure our community are **informed** by providing first class information, advice and guidance.
4. **Influence** positive change locally, regionally and nationally for our community through strong stakeholder and relationship management.

Our Values

Supportive

We respond and adapt to the needs of the disabled and sensory loss community. We respect and value all our community equally. We are committed to working together to achieve shared goals.

Trustworthy

We are accountable. We are open and honest in our approach. We are reliable, act with integrity and do what it takes to support those in need.

Caring

We are friendly and warm. We take time to listen and promote inclusivity. We treat everyone with dignity and respect.

Professional

We are passionate and strive to be the best. We actively seek new ideas and innovation to bring about positive change. We rely on evidence to make our decisions. We challenge ourselves to be bold and resourceful. We are determined in the face of adversity.

Community Engagement Officer - Gateshead

Sense Ability Matters (SAM) delivers a range of activities and services to support those living with sensory impairment and long-term health conditions in Gateshead and South Tyneside.

SAM has secured funding from the Community Foundation Tyne & Wear and Northumberland via the Gateshead VCSE fund to deliver a network of activity, led by clients and supported by a Community Engagement Officer and volunteers.

The Community Engagement Officer will work with beneficiaries, volunteers and members in Gateshead to inform solutions to our shared priorities. They will establish and facilitate a range of social networks in response to local challenges. This will be developed at a grass roots level but may include a review of local opportunities available, the establishment of social networks, facilitating access to existing local groups or a combination of these.

The Community Engagement Officer will work across Gateshead and the role will work closely with colleagues from our Community Voice Project and the wider Charity to enable us to meet the funding and organisational outcomes.

The role will also work with teams across Sense Ability Matters to ensure clients are able to access and benefit from the support the whole organisation can offer.

How to apply

If you are interested in this role please Email your CV and a supporting statement, of no more than 500 words, that highlights why you have the skills, knowledge and experience to be successful in this post.

Email: carol.mcallister@wearesam.org.uk

(Please ensure you include the Job title within the subject heading)

Closing date for applications: 27/05/2024 at 9.00am

JOB DESCRIPTION

Job Title:	Community Engagement Officer - Gateshead
Responsible to:	Project Coordinator
Responsible for:	None
Location:	Gateshead
Hours:	28 per week
Salary:	£22,513 pa (currently under review)

Function

The Community Engagement Officer will help break down barriers to engagement by establishing networks of activity and facilitating effective community connections and will have lived experience of sensory loss, disability or a long-term health condition. Beneficiaries engaged in the project will develop increased confidence, knowledge and self-esteem. They will gain awareness of activities and services in the local community and be aware of and have the resilience to approach our Engagement Officer with potential future needs/issues. Ultimately, we aim for beneficiaries to feel more resilient and independent.

Main Tasks

Partnership & Collaborative Working

1. To establish a good working relationship with the Community Voice team within SAM and Your Voice Counts and support the whole project Team as it is established.
2. To bring together the different groups represented by the Partnership and facilitate shared learning and solutions to common problems and issues.
3. To establish excellent relationships with beneficiaries, existing local community networks and other community services.

Community development

4. To work with beneficiaries, volunteers and members to inform solutions to shared priorities: loneliness, getting out and about, mental health and access to information

5. Working at a grass roots level, you will review local opportunities in Gateshead available to beneficiaries, establish new social networks/ activities, facilitate access to existing local groups or a combination of these as appropriate
6. To deliver support in community-based settings as well as our centre. This could include one to one Information, Advice and Guidance sessions and supporting volunteer led groups/programmes
7. To help develop a Partnership Co-Production hub to promote and nurture skills for self-advocacy and social action to achieve positive change for our communities
8. To work with beneficiaries, other organisations and volunteers to establish and facilitate a range of social networks in response to local challenges
9. To encourage client participation in community accessibility audits

Evaluation and Reporting

10. To provide monthly performance reports to the Community Voice Project Coordinator
11. To record outcomes and outputs on a regular basis through Charity Log and produce case studies and information for publicity materials
12. To continuously review progress and adapt delivery approaches to ensure the project's success
13. To collaborate with the Project Evaluators through the lifetime of the project, contributing and responding to the findings of the evaluations

General Activity

14. To liaise with, promote, support and refer beneficiaries into SAM's range of services and signpost to other relevant services as appropriate.
15. To ensure all client information is accurately captured and maintained in line with GDPR.
16. To promote SAM services in conjunction with the SAM business plan.
17. Attend team meetings and training relevant to the post, and statutory requirements

18. Provide information, advice and guidance to ensure that people continue to be supported throughout their vision and hearing loss journey.
19. To represent the organisation effectively to external organisations and to participate as required in local, regional and national events.
20. To work as an effective member of the SAM team, contributing to all aspects of development, innovation and engagement, as may reasonably be required taking account of the nature and scope of the duties of this position. The staff team is structured to enable team members to work cross functionally depending on experience and skillset even if their primary assignment is not to that area.
21. It is a requirement of all staff that they:
 - Work to support the values of the charity. These promote respect of clients recognising their skills and entitlement to choice, dignity and independence.
 - Work positively in support of the principles outlined in the organisation's Equality and Diversity Policy.
 - Assist in maintaining a safe working environment by attending training in basic and specialist health and safety as necessary, both on appointment and as changes in duties and the law require and to follow the requirements of the SAM Health and Safety at Work policy and any local codes of safe working practices.
 - Comply with the requirement of the charity's employment policies and procedures.

Special Requirements

The post will involve often working without direct supervision, occasional lone working and some working out of normal office hours.

A willingness to work in an environment with Guide Dogs is essential.

The role will be delivered in a variety of locations, including client's homes, places of work, local community etc, therefore a driving licence or access to a vehicle for work purposes and willingness to travel is required.

An enhanced DBS Disclosure is required for this post and will be paid for by Sense Ability Matters.

PERSON SPECIFICATION – Community Engagement Officer - Gateshead

EDUCATION

- GCSE grade A*-C Maths and English, or equivalent qualification - **Essential**
- Level 3 qualification in Health & Social care or Community Development (or evidence of current up to date work towards) - **Desireable**
- Proficient use of the Microsoft Office suite of programmes – **Essential**
- Knowledge of any database or CRM systems (e.g. Charity Log, Salesforce or others) – **Desirable**

SKILLS

- A good understanding of both the practical and emotional needs of service users with sensory impairments and/or other disabilities – **Essential**
- Excellent Partnership working and ability to build strong professional relationships at all levels - **Essential**
- Excellent organisational and project management skills with the ability to manage own workload, work independently, organise multiple tasks and achieve results without close supervision - **Essential**
- Be able to engage and communicate with beneficiaries and facilitate a network of activists - **Essential**
- Creativity and resourcefulness to help identify solutions to problems – **Essential**
- Proven experience in providing people with Information, Advice and Guidance - **Essential**
- Monitoring and reviewing individual progress - **Essential**

ATTRIBUTES

- Develop relationships with internal and external contacts - **Essential**
- Must possess high standard of integrity - **Essential**
- A commitment to promoting equality and diversity - **Essential**
- A flexible approach and willingness to learn and develop - **Essential**