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**Job Title: Community Engagement & Development Officer**

**Responsible to: Head of Development & Engagement**

**Accountable to: Chief Executive through Head of Development & Engagement**

**Working Hours: 22½ hours per week**

**Salary: £15,304**

**Location: Charity wide**

**Date updated: October 2024**

**Job Purpose**

Together with the wider CancerCare team, promote and develop the charity’s services in line with the vision to help improve the quality of life for everyone affected by cancer or bereavement within the local communities.

The job holder will be responsible for engaging with the public, health care professionals, third sector organisations and others about the services provided by the charity to support people to access different opportunities. They will facilitate the groups working with people with lived experience to design and deliver activities within the organisation and community.

The Community Engagement & Development Officer will take responsibility for advertising, promoting and raising awareness to ensure local agencies are aware of the services. They will be involved in planning and organising external events, and anything related to new group work and activities to raise awareness of the wider work that CancerCare does. They will carry out regular consultations with people who use our services to keep improving the work, proactively identify gaps in provision to offer groups and services that meet needs and address gaps.

**Responsibilities**

**Networking & Development – professional stakeholders**

* To engage with the NHS, employers and educational institutions.
* To make contact with other external stakeholders across the geographical patch to confirm their service offer and to develop additional links across all age ranges.
* Following planning with your Line Manager, promote the charity at events by giving talks, staffing publicity stands and visiting other agencies.
* In line with the organisation’s engagement strategy, identify future opportunities for service development and take part in the reporting for service development meetings.
* Collaborate and co-produce work with the wider CancerCare team.
* To accurately record engagement opportunities.
* To deliver an annual calendar of engagement events in line with the strategy.

**Volunteers**

* In conjunction with the Volunteer Coordinator, assist with volunteer engagement training to help our volunteers to promote CancerCare in the community.
* Coordinate volunteer speakers who are able to talk at public events.

**Support groups**

* Meet with CancerCare support groups on a monthly basis to help them:
  + Maintain the group
  + Advertise the group and attract new members
* Network with other groups to be able to signpost people for additional and/or specific support
* To collect feedback of groups in line with service development to understand and meet the needs of those who use our services.
* To carry out regular consultations with people who use our services to keep improving the work, proactively identify gaps in provision to offer groups and services.

**Clients and the general public**

* To signpost or refer clients to our therapy coordination team and/or external providers appropriate for their needs.

**Promotion of the charity**

* To work with marketing to ensure that the promotional material is relevant and appropriate for professional stakeholders, the general public and people who use our services.
* To promote the work of the charity and safeguard its good name and reputation at every opportunity.
* To support Head of Development & Engagement for the delivery of the Engagement Strategy.

**General**

* To attend staff meetings as required.
* To work on and be an integral part of projects that are part of Development & Engagement and CancerCare.
* Plan and prioritise your workload with your Line Manager on a regular basis.
* Manage your own time and record your daily appointments and schedules using appropriate software e.g. Microsoft Outlook.
* Promote the aims, vision and strategy of the charity.
* Complete mandatory training and update relevant training when required.
* To carry out the duties of the post in accordance with the charity’s policies and procedures.
* Flexible approach to work patterns with hours to suit the needs of the role.
* To undertake any other duties as may be required from time to time by the Executive Leadership Team.