

# st michael's hospice

## **JOB DESCRIPTION**

**Job Title: Community Development Coordinator**

**Job Location: St Michael's Hospice (Hastings and Rother)  
community and office based.**

**Responsible to: Compassionate Communities Lead**

### **1.0 MAIN PURPOSE OF THE ROLE**

Using asset based community development principles, work across Hastings and Rother alongside residents and local communities to engage with and play an active part the development of a compassionate community that effectively supports each other in dying, death and loss.

### **2.0 PRINCIPLE RESPONSIBILITIES**

- 2.1** Work with the Compassionate Communities Lead and steer the development and maintenance of strong community relationships with organisations, groups and individuals interested in the development of a compassionate community in Hastings and Rother.
- 2.2** Working at distance, predominantly across the Hastings and Rother communities, proactively seek out and build networks, partnerships and collaborations with people, groups and organisations interested in being part of a compassionate community
- 2.3** As part of the Compassionate Communities Team, work collaboratively with the Community Volunteering Coordinator to develop projects and volunteer led initiatives that accelerate Compassionate Communities. This might be through hospice led projects that bring the community together, or community led projects that hospice volunteers can engage with.
- 2.4** As part of a collaborative team, contribute to the building of an asset map that reaches across the catchment area and identifies current aligned initiatives and resources that can be connected and mobilized into sustainable action.
- 2.5** Identify and work with the Connectors, the people living in the community who naturally bring people together, are well connected and trusted and who are committed to the work of Compassionate Communities and how it can make a difference at local level.

- 2.6** Take an active part and work collaboratively with the Compassionate Communities Team to plan, organize, and engage external stakeholders in events, workshops and training to raise awareness of Compassionate Communities and encourage engagement.
- 2.7** Take a creative approach to project development and understand how the assets the organization has or can develop can strengthen this work. Lead on certain project initiatives from inception to completion.
- 2.6** Ensure robust monitoring and evaluation processes are following and develop and manage methods for gathering both qualitative and quantitative data to analyse the success of the work and plan for new workstreams.
- 2.7** Establish productive relationships with key internal stakeholders who can both contribute to the building of networks and benefit from the work as it develops. This includes understanding the role of the Community Fundraising team and where the synergies lie.
- 2.8** Seek out external partnership and collaboration opportunities as part of the development and delivery of community volunteering and ensure their success via strong and effective communication and partnership working.
- 2.8** In order to support volunteer management, absence and leave cover and to engage with volunteers and beneficiaries, use the Better Impact for data inputting and communication with community volunteers and the patient recording system for recording information regarding patient interface as required.
- 2.9** Work with the Marketing team to celebrate successes and great ideas in the community and ensure the platform for compassionate communities and collaborative working is highlighted via social media and public events.
- 2.11** As part of the Compassionate Communities team, attend events and external meetings that benefit both personal and programme development.
- 2.12** Work effectively at distance, with minimal supervision, using initiative and being confident to make decisions, and know when to refer. Seek advice and support from the EDI Lead to reach into the community to include under represented groups as volunteers and beneficiaries.
- 2.13** Ensure timely communication with the Compassionate Communities Lead and develop good mechanisms for keeping the team updated on community developments and operating as part of a wider team.

- 2.14** Ensuring timely payment of expenses and other project related outgoings and supporting the Compassionate Communities Lead in monitoring programme expenditure.

### **3.0 ADDITIONAL RESPONSIBILITIES**

- 3.1 Carry out duties with full regard to the Company's Equalities and Diversity Policies
- 3.2 Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers
- 3.3 Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area
- 3.4 Carry out any other duties, within an appropriate level of responsibilities as required
- 3.5 Undertake flexible hours as and when the need arises to maintain safe patient practice
- 3.6 Ensure confidentiality at all times within the Hospice
- 3.7 Support and participate in the fundraising activities of the Hospice wherever possible
- 3.8 Be an ambassador for the Hospice
- 3.9 Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation
- 3.10 Promote, at all levels, the Company's vision, values and strategic Objectives
- 3.11 Hold DBS and Occupational Health clearances appropriate to the role. Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

## PERSON SPECIFICATION

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|--------------------|-----------------------------------|
| <b>Post Title:</b> | Community Development Coordinator |
| <b>Department:</b> | Wellbeing                         |

|                                      | <b>Essential Criteria</b>   | <b>Desirable Criteria</b>  |
|--------------------------------------|---|--|
| <b>Education/<br/>Qualifications</b> | Educated to A'Level or equivalent   | Relevant qualification – e.g. community development or social science                                |
| <b>Experience</b>                    | <p>Co-production and design of projects at local level with people, groups and organisations using asset based approaches</p> <p>Knowledge and understanding of the communities of Hastings and Rother</p> <p>Substantial and relatable experience of initiating and/or developing and supporting community groups/projects</p> <p>Project management and delivery experience from inception to completion</p> <p>Risk management</p> <p>Budget planning and monitoring</p> <p>Experience of networking, working with a wide and diverse range of people.</p> <p>Stakeholder and relationship management at all levels in the community and organization.</p> <p>Knowledge of locality and local services/organisations</p> | <p>Experience of grant funded programmes</p> <p>Previous experience of Compassionate Communities</p> |

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|                                 | Experience of monitoring, evaluation activities and reporting   |                            |
| <b>Skills/Ability/Knowledge</b> | <p>Clear understanding of the community, voluntary and statutory sectors</p> <p>Knowledge of community development issues and principals</p> <p>Knowledge of successful approaches to and techniques for strengthening cohesion in local communities</p> <p>Understanding of equality, diversity and inclusion in relation developing inclusive, welcoming community projects</p> <p>Good understanding of safeguarding issues, policies and procedures</p> <p>Proficient in the use of Excel, Powerpoint, Word and Outlook</p> <p>Numerate, with good attention to detail</p> <p>Comfortable working with databases for data inputting and extrapolation of information for reporting and monitoring purposes</p> <p>Knowledge of volunteering and latest volunteer developments</p> <p>Good communication skills and comfortable with public speaking</p> | Use of Microsoft Publisher |

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|                              | <p>Strong written communication skills and able to produce information for reporting purposes</p> <p>Facilitation and mediation</p> <p>Able to use initiative and work independently, understanding when to refer and take guidance.</p>  |  |
| <b>Qualities/ Attributes</b> | <p>Self aware and able to give and receive feedback sensitively</p> <p>Sensitive and empathetic – able to relate to other people</p> <p>Kind and compassionate approach to working with people in the community</p> <p>Strong team working skills and collaborative approach</p> <p>Flexible – able to work with uncertainty and change plans quickly</p> <p>Aware of boundaries and professional in approach at all times</p> <p>Positive and enthusiastic approach to community development work</p> <p>Able to work alone in the community for extended periods and used to working at distance</p> <p>Understand where and when to refer</p> <p>Commitment to the work of the Hospice and the values of the organization.</p> |  |
|                              | Full, clean driving licence   |  |

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| <b>Other Requirements</b> | Willing to work occasional unsocial hours in order to attend events/deliver activities for stakeholders. |  |
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