

Greenwich & Bexley Community Hospice Job Description



| | |
|------------------------|---|
| Job Title: | Project Coordinator – Community Development |
| Responsible to: | Associate Director – Business Development & Partnerships |
| Accountable to: | Chief Executive |
| Salary: | |
| Contract: | Part Time 21 hours a week – fixed term for 18 months |

Community Development Officer

Background

Greenwich & Bexley Community Hospice is an adult Hospice serving the Royal Borough of Greenwich and the London Borough of Bexley. The boroughs the Hospice serves have a diverse demographical profile. We are aware that, historically, we have not always seen as many people from some communities as we would expect, given the profiles of the boroughs we serve.

We have worked with groups to date and have had some modest successes. Building links with specific faith groups and the local voluntary sector BAME group, our Chaplain has also worked to build foundations with the Nepalese Community, centred in Plumstead. We also recently held a workshop for BAME communities to discover some of the reasons why they resisted engaging with Hospice services and play an active role in the London Hospices LGBT Network.

Greenwich & Bexley Community Hospice successfully bid for funding from the National Lottery to deliver a three-year community engagement project. The aim is to increase the number of people from BAME & other marginalised communities who use the services of the hospice and to improve the quality of care that we provide to these people.

This post is a redesigned post which will build upon our learning from the first phase of the project, focussing on delivering a range of services in and for Thamesmead. The post-holder will support the Hospice in delivering tailored services at the Nest – a new Community Building and Library located within Thamesmead. The post-holder will work with Hospice teams to implement clinics, wellbeing services and groups, as well as working to ensure that other outreach activity (such as volunteer training or events) is delivered at the new facility. The postholder will also work within the Thamesmead community to focus on gaining and sharing insights with clinical teams, as well as building awareness of services being delivered at the venue.

The post-holder will also be involved in being aware of other developments within the London Borough of Bexley and the Royal Borough of Greenwich which may offer opportunities for the Hospice to deliver its services in a more accessible way to the communities it serves.

There are two components to the project:

- A **Community Development Officer** who will reach out to and engage with communities via events, meetings with community leaders, workshops, activities, etc. to increase our knowledge of the needs of communities and to increase communities' engagement with the Hospice's clinical services, as well as support for the Hospice through championing our services or volunteering for the Hospice.
- **Clinicians** (of any clinical discipline) who will enable us to respond to the additional demand for clinical services generated by our outreach activities or who may be able to build upon our existing clinical services to deliver them in a way which is more appropriate to local needs.

Both team members will also work with external health professionals, such as GPs and hospital staff, to encourage people to access our services when they may benefit from them.

This team will work separately as indicated but also pool skills to work together; potentially involved in attending community engagement events together and developing networks and project suggestions from their direct contact with the community.

Key Responsibilities

Understand Our Community

- **To map the communities in the area which we serve.**
- To understand and share the calendar of local events which take place throughout Thamesmead, as well as the Royal Borough of Greenwich and the London Borough of Bexley more broadly.
- To identify key contacts and advocates within the community groups identified, including but not limited to BAME communities, LGBT communities, the homeless, and the gypsy and traveller community.
- To understand the concerns and needs of residents of Thamesmead, as well as underserved communities more broadly within the Hospice's catchment area.

Coordinating Services for the Thamesmead Community

- Working with clinical leads and members of the Senior Leadership Team at the Hospice, coordinate, arrange and facilitate the delivery of Hospice services and events at the Nest in Thamesmead.
- Ensure that appropriate facilities are booked and that all necessary materials and resources are in place for the teams delivering services and events.
- Developing a programme of Hospice service and events within Thamesmead and working to ensure that these are shared with residents using the most appropriate channels.
- Developing communication channels and engaging with local residents, to ensure that there is awareness of the support being delivered.
- Regularly meeting with residents, community groups and stakeholders in Thamesmead to understand how we need to deliver our services to best serve the local community.
- Developing internal communication channels with Hospice staff to be able to share learning and insights with other members of Hospice teams.

Engaging with Our Community

- To set up meetings, events and workshops with groups in settings appropriate to them so that we can learn from communities and understand the barriers to engaging with Hospice care.
- Create and implement a programme of community involvement in which groups can be a part of what we do, for instance taking part in our events, volunteering, or attending an open day at the hospice.
- Create Hospice-based events, such as international evenings and celebrations of the events of various faith groups or social groups.
- To create a customised programme for visiting groups to the Hospice, so that groups understand our model of care; the support we offer; the range of services we provide; and how they can be involved in the Hospice community.
- To have enabled more people from a BAME background to access our services.
- Work with other organisations in Greenwich and Bexley, potentially in partnership, to develop the community's awareness of the Hospice and the work we do.

Representing the Hospice

- Attend outside events representing the hospice, such as local fairs and events with a BAME focus, or attended by BAME groups
- May be required to take accurate notes at meetings attended

Developing Information

- Ensure that Hospice literature and messages are accessible in formats and languages that our communities find accessible. This may involve arranging for the translation of written material or may involve our messages being made available in different formats, for instance, by recording videos of people using languages other than English.
- To input into the content of Hospice marketing and communications, to ensure that the materials we produce are relevant to the communities that the post-holder is working with.
- Be able to share insights and learning from communities with other Hospice teams and practitioners.

Evaluation

- Provide data and case studies for an independent external evaluation of this project.
- Create an internal training workshop to be delivered to staff, sharing and disseminating the learning from our engagement work.
- To submit monthly/quarterly updates to enable reporting to our funders.

Essential / Desirable Skills & Experience

| | Essential | Desirable |
|--|--|--|
| Education & Qualifications | <ul style="list-style-type: none"> ▪ Educated to degree level or equivalent, or has equivalent professional experience. | |
| Experience | <ul style="list-style-type: none"> ▪ Professional experience of working in a community development role. ▪ Experience of working with community groups ▪ Experience of arranging events. ▪ Experience of speaking & presenting to groups. ▪ Experience of engaging multiple stakeholders and gaining their support. | <ul style="list-style-type: none"> ▪ Experience of reporting to funders & demonstrating impact. ▪ Experience of working with community groups in Greenwich and/or Bexley ▪ Experience of organising, chairing & facilitating meetings. ▪ Experience of working with BAME community groups ▪ Experience of managing volunteers |
| Skills, Knowledge & Abilities | <ul style="list-style-type: none"> ▪ IT skills: high level of IT competence and excellent knowledge of Microsoft Office applications, particularly PowerPoint and Excel. ▪ Networking skills. ▪ Ability to prioritise multiple deadlines and workload. ▪ Demonstrate an ability to work in a flexible way. | <ul style="list-style-type: none"> ▪ An understanding of Asset-Based Community Development principles. ▪ An understanding of the needs of people nearing or at the end of life, as well as those of their families or carers. Strong self-management skills, being able to independently appraise own knowledge gaps and proactively learn about the Hospice, palliative and end of life care. |

| | | |
|--|---|--|
| | <ul style="list-style-type: none"> ▪ Strong influencing skills. ▪ Ability to find creative, community-led ways to promote awareness of the Hospice. ▪ Knowledge or awareness of Thamesmead as a community, with an appreciation of its communities and characteristics of its communities and characteristics. | <ul style="list-style-type: none"> ▪ A personal connection to Thamesmead, either through living, working or regularly spending time in the community. |
| Aptitude & Personal Characteristics | <ul style="list-style-type: none"> ▪ A commitment to anti-discriminatory practice and a desire to improve access to end of life care for groups who have traditionally not accessed hospice support. ▪ Able to work in the evening and weekend as required, ensuring that we meet people where they spend their time. ▪ A commitment to working with, and developing the skills of, volunteers. ▪ A passion for increasing awareness of the impact that the Hospice can have on a community's wellbeing and resilience. ▪ A commitment to making Thamesmead, and other communities, stronger places through increased visibility and access to Hospice services and opportunities. | |
| Other | <p>A flexible approach to location, being based at the Hospice, on site in Thamesmead or at other locations throughout the boroughs.</p> | <ul style="list-style-type: none"> ▪ Willingness to learn, to work as part of a team and to help others. ▪ Hold a valid UK driving license with access to your own vehicle for work use. |

General Statements

Be familiar with and adhere to all Hospice (and relevant Trust) policies and procedures.

The post holder will work within their professional code of conduct, eg NMC, GMC, CIPD, AHP codes.

The post holder may be required to work in and from any Hospice or associated Company premises.

This job description is intended as an outline of the general areas of activity and will be amended from time to time in the light of the changing needs of the organisation. It will then be reviewed in association with the jobholder(s)

Confidentiality/Data Protection/General Data Protection Regulations

The postholder is expected to maintain the complete confidentiality of all material and information to which he/she has access and process and in particular the confidentiality of all personal data stored, in line with the requirements of the General Data Protection Regulations 2018 (and preceding Data Protection Acts) and professional bodies.

Any requests for clinical information disclosure must be approved by Caldicott Guardian.

The postholder must, if required to do so, process records or information in a fair and lawful way. He/she must hold and use data only for the specified, registered purpose for which it was obtained and disclose data only to authorised persons.

Corporate Governance

The postholder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

Equal Opportunities/Diversity

The postholder must comply with and promote Equal Opportunities and Diversity and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion or belief, disability, political opinion, gender reassignment or trade union membership.

Health and Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of the postholder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work. This includes co-operating with the organisation and

Taking personal responsibility for safety as outlined in the Hospice Health & Safety Policy and the Health & Safety at Work Act 1974 and fire regulations.

This job description is not exhaustive and may be reviewed and changed by discussion with post holder to meet the needs of the service.