

Community Engagement Lead Application Pack

Date: 15th August 2022



Job Title:	Community Engagement Lead
Salary:	£35,000 pro rata (+3% pension contribution)
Working hours:	22.5 hours per week
Contract length:	1 year (with potential to extend)
Reports to:	Partnerships Manager
Based:	London Borough of Haringey

What is Public Voice?

Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

We deliver a number of projects in Haringey and other London boroughs, including the statutory Healthwatch service in Haringey, Haringey Advice Partnership, as part of consortiums delivering information, advice and guidance, and Haringey Reach and Connect, a community navigation and support service for over 50s in Haringey, in partnership with Mind in Haringey and Vibrance. We also manage a team of Social Prescribing Link Workers based in GP practices across Haringey, support Haringey's Joint Partnership Board, with several reference groups for adult social care users providing an interface between service users, the NHS and the Council, and provide advice and support for residents in the planning, regeneration and development of their homes and neighbourhoods through our Public Voice Neighbourhoods service.

We do this through community engagement, individual user engagement and community intervention, collecting the combined voices of citizens, gathering evidence and ultimately taking action to bring about positive change, now and in the future.

Statement of intent on equality, diversity and inclusion

Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating people's differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from candidates from Black, Asian and Minority Ethnic Communities and also welcome applications from disabled candidates.

We celebrate the diversity within our staff team who are representative of the diversity in our local communities and continually strive to provide equal access to all.

The Role

Public Voice is a Community Interest Company (CIC) with a mission to improve public services and neighbourhoods through user engagement. We do this through community engagement, individual user engagement and community intervention, collecting the combined voices of citizens, gathering evidence, and ultimately taking action to bring about positive change, now and in the future.

Healthy Neighbourhoods in our Localities is a collaborative programme developed between the statutory and voluntary sector to improve the health, well-being and life chances of people living in the most deprived and diverse neighbourhoods in east Haringey. The programme, funded by North Central London Integrated Care System, has a strong emphasis on co-design and co-production with local residents and patients and with the voluntary and community sector (VCS). The Programme is targeted at addressing and reducing health inequalities and this is the underlying theme of all the projects.

This Role is funded through the Haringey Healthy Neighbourhoods Localities Programme Theme 1, "Community Empowerment". This is a cross-cutting

theme to support co-design and co-delivery of collaborative solutions in four other health-related themes in the Healthy Neighbourhoods programme: Healthy Start, Improving Long-Term Conditions, Improving Mental Wellbeing and Supporting People with Severe & Multiple Disadvantage. It will do this by working with potential participants in the nine Theme Projects, and other Haringey residents, to develop their knowledge of co-design / co-production to engage more effectively in opportunities to influence decision making.

The programme will be delivered by a partnership involving Public Voice, The Bridge Renewal Trust, local statutory and other voluntary sector organisations. The Community Engagement Lead will work in close collaboration with the Voluntary Sector Engagement Lead employed by The Bridge Renewal Trust.

About You

We are looking for someone who has a minimum of 3 years working in Community Engagement / Community Development preferably with a related qualification. It is important to have a good understanding of co-design and co-production and practical experience of working in this way.

You will need to have experience of working in an urban multi-cultural area and a commitment to challenging social inequality.

You will need to have a track record of successful programme management with experience of successfully achieving targets and outcomes.

Having strong communication and excellent interpersonal skills, being fluent in a second language would be desirable but is not essential.

We are looking for someone who has excellent partnership building skills.

It would be beneficial if you had knowledge of the Borough of Haringey and experience of working in the Health or Social Care sectors would be desirable.

Job Summary

To support residents and patients, from a diverse and representative range of people including BAME and disabled people, to engage directly in decision-making on priorities, co-production and co-delivery of solutions as part of community asset building, and more generally empowering them to get involved and 'have their say' on local (particularly statutory) services, e.g.,

joining Healthwatch, Patient Participation Groups, Adult Social Care Reference Groups and other Integrated Care System engagement networks.

To work within the Co-Production Checklist and Principles currently being co-designed between the statutory and voluntary sector developed within Haringey's multi-agency Place Board and to contribute to both its onward development and delivery within the programme and more generally within other projects.

Key Responsibilities:

1. To work with the Partnerships Manager to develop a strategy, plan, and programme to promote co-design and co-production to Haringey residents.
2. Ensure that people involved in Healthy Neighbourhood solutions feel that they can 'have their say' and were listened to in the design of solutions.
3. Ensure that people involved in HN solutions feel more confident in engaging with primary and secondary care and Council services as result of HN.
4. Work with the Partnerships Manager to produce communications materials to increase the number of residents joining representative groups, e.g., Patient Participation Groups, Reference Groups, Healthwatch and others to be agreed.
5. Work with the VCS Community Engagement Lead and other colleagues to organise the Launch event for the VCS organisations and local community to promote and raise the profile of the Programme.
6. Organise workshops and other events to introduce local residents to co-design and co-production and promote opportunities for them to become involved in decision making.
7. Monthly and Quarterly project reporting, including activity, deliverables, risks, and issues.
8. Engagement in North Middlesex University Hospital's (NMUH) review into co-production.
9. Support LB Haringey and NHS North Central London Integrated Care Board (NCL ICB) in the shaping, mobilisation and delivery of their respective Community Empowerment and Voluntary Sector strategies which will be produced in 2022/23.
10. Input to the final evaluation report including planning for sustainability of the approach beyond 2022/23 within available funding streams, by March 2023.

Person specification		
Qualifications	Essential	Desirable
Recognised qualification at degree level in Community Development or related discipline		•
Experience		
Minimum of three years working in Community Engagement	•	
Experience of working in a diverse multi-cultural environment	•	
Track record of successful programme management	•	
Experience of successfully achieving targets and outcomes	•	
Experience of working in the Health or Social Care sectors		•
Experience of leading a project involving co-design / co-production	•	
Experience of using social media and websites to engage with the local community		•
Experience of using a database/CRM		•
Knowledge		
Good understanding of of co-design and co-production	•	
Knowledge of Haringey		•
Skills		
Strong written and verbal communication skills	•	
Excellent interpersonal skills	•	
Excellent partnership building skills	•	
Ability to speak/write additional community language/s		•
Other		
Commitment to challenging social inequality	•	
Available to work some evenings and weekends	•	

Application and selection

To apply, you are asked to provide:

- A copy of your CV.
- A personal statement of no more than two sides of A4 detailing why you are applying and how you meet the person specification criteria – all applications will be reviewed against the person specification criteria, so it is important to address these in your personal statement.
- A completed monitoring form.

You are also asked to supply contact details for two referees, one of whom should be a current or recent employer or someone who has known you in a professional capacity.

Applications should be submitted via email to info@publicvoice.london

The deadline for all applications is **Tuesday 30th August 2022 at 9am.**

If shortlisted, you will be invited to an interview, where there will also be a practical test relating to the job role.

If you require the application pack in an alternative format or for any other enquiries, please call the office on 020 3196 1900.