

YPT Engagement Co - Ordinator

Salary:	£28,000 per annum
Working hours:	35 hours
Length of contract:	12 months
Reports to:	Head of Young People Thrive
Based at:	Hybrid
Probation period:	2 months
Annual leave:	28 days per annum, excluding bank holidays
Pension payment:	CommUNITY Barnet will make a pension contribution into a workplace pension scheme.

Overview

CommUNITY Barnet (CB) is a national award-winning community infrastructure and community development charity committed to improving the lives of residents and communities.

Young People Thrive is an emotional and mental health wellbeing service for children, young people, and their families delivered by Community Barnet.

We are looking for a skilled and confident Engagement Coordinator who will help us to support the team to deliver a range of activities, promotions and presentations which will help us to:

- Create a social movement across North East, North Central and North West London ICB areas to raise awareness about eating disorders in our diverse communities and reduce stigma
- Establish a signposting and information service for people to know where to seek support about young adult mental health services
- Promote the delivery of webinars which support young people with their mental health
- Conduct focus groups and facilitate discussions with communities whose voices are seldom heard and present their voices to commissioners, service designers and decision makers to enable them to make informed decisions.

We use a range of engagement techniques drawing on our experience to produce quality reports which can be shared with partners to capture the voice and experiences of young people and their families, residents and carers living with poor mental health.

Using the Stakeholder Engagement Spectrum, we use a range of engagement methods to connect with seldom heard groups and enable them to monitor local standard provision, obtain their views and provide information and advice on accessing and complaints about local services.

The Young People Thrive Engagement Co - Ordinator will link with communities and inform them about the range of services we offer, encourage referrals to be made and collate feedback about their experiences of mental health services. You will collate information and insight to produce analyses and reports of their findings.

You will deliver community engagement and build long-lasting relationships. This will include strong, positive, and long-lasting relationships with communities and stakeholders, including health and adult social care services, residents, community services and community and voluntary organisations. You

will be a motivated, passionate, organised, and proactive communicator, with experience of working in a community setting.

No two days will be the same in this varied and flexible role. If you are as comfortable spending a day with the team as you are working independently and confidently with new people and are highly organised, this could be the job for you. CommUNITY Barnet's highly experienced and friendly multidisciplinary teams include health and social care professionals, Service Development, Governance, Finance and Business Development.

CommUNITY Barnet is a nationally recognised, award-winning charity delivering a range of services to local communities and residents. We are a trusted organisation that has built relationships with communities many of whom have felt unheard or forgotten. We run a number of programmes that improve life outcomes for marginalised communities.

Job description

Communication and Engagement

- Develop and deliver engagement activities, online, virtually and face-to-face including presentations, event stalls and general outreach activities.
- Develop and maintain relationships with stakeholder and partner organisations, such as local community groups, voluntary and charity sector organisations, and staff in statutory, community and faith organisations.
- Contribute to the development of methods for engaging and liaising with communities who are seldom heard.
- Research, establish and maintain contacts with a range of communities, charities and voluntary sector organisations, and service-users.
- Promote our Young People Thrive Service by engaging with early years hubs, schools, universities and communities to reach more seldom-heard young people and promote positive mental health.
- Assist with the development and delivery of events, including administrative and event management tasks.
- Contribute to the communication activities across Young People Thrive, including producing leaflets and other promotional material; contributing to social media; and contributing to articles, press releases and newsletters.

Projects and Reports

- Collate and analyse feedback, experiences, and insight into people's experiences of services.
- Produce and contribute to reports on the health projects.
- Support the management and delivery of projects and activities

Other

- Adhere to all of CommUNITY Barnet's policies and working processes including confidentiality, health and safety, complaints, and conduct.
- Undertake any other reasonable duties as required.

Safeguarding Responsibilities

- The contract of employment is subject to your completion of a satisfactory enhanced disclosure from the Disclosure and Barring Service.
- Upon commencement of employment, you will be required to undertake safeguarding training.

GDPR Responsibilities: You shall comply with all relevant data protection legislation and any CommUNITY Barnet policy regarding data protection when processing personal data in the course of your employment including personal data relating to any employee, supplier or agent of CommUNITY Barnet.

Person Specification

Communication and Engagement Skills

- Excellent interpersonal skills, with the ability to form relationships with a range of people and agencies using varying methods of communication.
- Excellent communication (verbal and written) and literacy skills and ability to write clear concise reports.
- Knowledge of effective engagement techniques, and ability to use them to suit different audiences and purposes, as well as using a variety of channels including online, virtual and face to face.
- Excellent facilitation skills, to develop and deliver workshops and focus groups.

Projects Management Skills

- Excellent project management skills, ability to organise own workload, and meet tight deadlines.
- Experience of developing projects and facilitating groups to engage and consult with a wide range of people.

Administration Skills

- Organised, able to forward plan and manage a workload independently, on own initiative and as part of a team, meeting deadlines.
- Good IT skills including experience of using Microsoft Office, word, Excel, Outlook, and social media

Knowledge and Understanding

- Understanding of community services with a good understanding of mental health and other health services.
- Good understanding of the needs, challenges and issues faced by service-users in diverse communities.
- Knowledge of safeguarding legislation and good practice in working with children, young people and vulnerable adults.
- Experience of applying good practice in relation to equality and diversity.

Other

- Willingness to carry out occasional evening and weekend work and to travel to our different boroughs of delivery.

About CommUNITY Barnet

We are an award-winning charity delivering community and development services in 7 London Boroughs. We support and represent residents and voluntary and community groups, charities and faith groups across London. We have been established for 40 years, and our mission is to help transform local communities, working in partnership with residents, agencies and volunteers.

- We offer a range of information, guidance, training and consultancy services; support partnership working and enable representation in local innovation and development through statutory and community partnerships. Our services include:

- Community Services
- Healthwatch
- Health and wellbeing, including IAPT and mental health wellbeing
- Organisational Development, including support in governance, fundraising and accounting
- Creating and developing social enterprise
- Training, including safeguarding and mental health wellbeing
- Consultations, through engaging with communities and residents especially those that are seldom heard.