

# Community Engagement Officer

Applicant Information Pack





## A warm welcome from SLSW

Hello,

Firstly, thank you for your interest in joining Shared Lives South West as a Community Engagement Officer. *We have two posts available, one in Devon and another in Cornwall.*

Our focus is to provide people with high quality, person-centred support and that happens each and every day thanks to our incredible SLSW Carers and our committed staff team.

Since our humble beginnings in 2004, we have achieved many great things and have grown and evolved our services over the years. In 2019 we were rated 'Outstanding' by the Care Quality Commission and we are passionate about flying the flag for the care sector. Our staff team, SLSW Carers, people who use our services and volunteers all play vital roles in making SLSW what it is today.

We recognise the benefits of a diverse team and welcome people of all age, disability, gender identity, marital status, race, faith or belief, sexual orientation and socio-economic background

So if you are looking to join a team who really put people at the centre of all they do please read on or contact us today.

**Laura Maker**  
**People and Culture Leader**



## About Shared Lives South West

Shared Lives South West recruits, trains and supports individuals and families (Shared Lives Carers) who can offer accommodation and care for adults with care and support needs in their home, enabling the person to share in family life and maintain their independence. This is known as Shared Lives.

Our service supports adults over 18 years of age and occasionally young people in transition into adult services from the age of 16 upwards. We currently support around 320 people on a long-term basis in around 290 shared lives homes and have up to a further 130 people using our short break services. We provide support to people with learning disabilities, people who have a diagnosis of dementia, a physical or sensory disability, mental ill health and parents who have a learning disability with their child. We currently have five contracts from Local Authorities across Cornwall, Devon and Somerset to support our work and a range of project funding totalling around £1.8 million per annum.

You can read more about the activities of Shared Lives South West on our website [www.sharedlivesw.org.uk](http://www.sharedlivesw.org.uk)

Shared Lives South West is a registered charity and a not-for-profit company limited by guarantee. We were established in 2004.



## Our vision, purpose and our values

**Our Vision** To be the leading Shared Lives provider in the country.

**Our Purpose** To make a positive impact on the lives of the people we support.

**Our Values** Putting **CARE** into everything we do...



**Community-** Working together with a shared purpose and belonging to achieve common goals.



**Autonomy-** Empowering people to take ownership and accountability for decision-making.



**Resilience-** Building the strength and character to embrace change and challenge.



**Equity-** Giving people what they need to have equal access to opportunities in life.



## The SLSW Team

Currently we have a staff team of almost 50 people working across SLSW led by CEO Dominic Spayne.

SLSW is made up of the Leadership Team, Shared Lives Coordinators, Funding and Benefits, People and Culture Team, Finance Team and Admin.

## Quotes from staff about why they enjoy their role

“

Knowing that I am making a difference.

”

“

I enjoy putting time into how we support people to be their best.

”

“

I love the day to day problem solving and support skills that I can use in my role.

”

“

I help to make our processes as smooth and successful as possible, and keep people informed and included throughout.

”



## Job description- Community Engagement Officer

**Shared Lives South West is recruiting two posts  
- one in Devon and one in Cornwall**

<b>Reporting to:</b>	People and Culture Leader
<b>Working with:</b>	People team and Operations team
<b>Remuneration:</b>	£27,738.12
<b>Hours:</b>	37.5
<b>Contract:</b>	Fixed Term- 12 months
<b>Based:</b>	<b>Devon role</b> Zealley House, Kingsteignton (with significant travel across Devon) <b>Cornwall role</b> Trewellard Farm, Scorrier (with significant travel across Cornwall)

### **Purpose Statement**

To raise awareness of Shared Lives South West and encourage Carer applications by establishing and maintaining a community presence.



## Duties include:

### Research and Planning

- Conduct research to identify opportunities for enhancing community visibility and networking with potential Carers.
- Create a comprehensive database of local events, activities, and prominent community venues, including key contacts and any cost considerations.
- Coordinate a schedule of community engagement activities, prioritising those with the greatest potential reach, within any budget constraints.

### Community Presence

- Attend community events, activities and venues, overseeing the management of stalls, promotional tools, and materials, and supporting other staff attending events.
- Ensure that promotional materials for Shared Lives South West are displayed in prominent community buildings and venues, such as libraries and GP surgeries.
- Support the Communication Officer to enhance Shared Lives South West online presence.



## Data Management

- Implement tools for collecting data to assess the effectiveness of community engagement and Carer recruitment initiatives.
- Capture data during and following activities and events needed in support of wider organisational needs.
- Analyse and present data to inform future marketing and recruitment strategies.

## Other Duties

- Attend team meetings across the organisation to build links and share information.
- Day to day administration relating to the role.
- To maintain confidentiality at all times and ensure observance of the Shared Lives South West confidentiality policy.
- To contribute to the active development of the role to meet the needs of Shared Lives South West.
- Any other duties as directed by the leadership team that may be appropriate to this post.



## Person specification

Having the right person in the role is really important to us. If you are interested in applying, but are not sure whether you have all the criteria listed on the person specification, please do get in contact with us.

<b>PERSONAL ATTRIBUTES</b>	<p>Cares deeply about people and is passionate about helping others to achieve their potential.</p> <p>Displays enthusiasm and vision to develop the role and is committed to improving the organisation.</p> <p>Highly motivated; strives for excellence in everything they do.</p> <p>Highly organised, with a keen attention to detail and a strong work ethic.</p> <p>Positive, energetic, solution focused and comfortable challenging the status quo.</p> <p>Calm under pressure, flexible, resourceful and resilient.</p>
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<b>SKILLS &amp; ABILITIES</b>	<p>Excellent communication skills; can tailor communication for different audiences and circumstances.</p> <p>Strong interpersonal and persuasion skills; can build rapport and deliver exceptional customer service.</p> <p>Able to work autonomously, multi-task and prioritise workload with regular supervision, but also work well with others in a small team.</p> <p>Methodical approach to tasks, able to prioritise and work to deadlines.</p> <p>Confidently use social media platforms, Microsoft Office and similar software</p>
<b>QUALIFICATIONS</b>	<p>A basic level of education, including Maths and English to RQF Level 2.</p> <p>A commitment to professional development and willingness to undertake any training or qualifications that support the role.</p>
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<p>At least two years experience in sales or marketing.</p> <p>Proven track record of developing strong and effective mutually beneficial internal and external relationships.</p> <p>Current knowledge of data protection requirements.</p>
<b>OTHER REQUIREMENTS</b>	<p>Commitment to the purpose and values of Shared Lives South West.</p> <p>Flexibility to work evenings and weekends as required for community events and activities.</p> <p>A commitment to non-judgmental and anti-discriminatory practice.</p> <p>Full driving licence and able to travel according to the needs of the role.</p>



## **If I join Shared Lives South West as part of the team what can I expect?**

You will be joining an enthusiastic and committed team of staff who are passionate about Shared Lives as a care model.

Shared Lives South West offers a rewarding role that enriches the lives of the people we support, a positive and supportive team environment and clearly defined salary progression, 25 days annual leave (plus bank holidays), which increases after two years.

Staff also have training and development opportunities.

We have a transparent pay structure with grades, ranges and progression and are committed to listening, engagement and communication. We hold staff events, forums and create surveys to gain valuable feedback from our staff team.

This is a 12 month fixed term post and would be offered subject to satisfactory references and DBS check.



## Employee Benefits

Being a staff member with Shared Lives South West not only has the satisfaction of knowing you're working with an 'Outstanding' organisation as rated by CQC, with competitive rates of pay, annual leave entitlement and absence pay but there are numerous smaller benefits for staff that can make a difference to you as an employee.

### Blue Light Card

SLSW is a social care charity and as such staff are eligible to apply for a Blue Light Card:

"Blue Light are the discount service for the emergency services, NHS, social care sector and armed forces, providing members with thousands of amazing discounts online and on the high street.

For just £4.99, members of the Blue Light community can register for two-years access to more than 15,000 discounts from large national retailers to local businesses across categories such as holidays, cars, days out, fashion, gifts, insurance, phones, and many more."

### Charity Workers Discounts

Staff are also eligible to sign up for discounts available at [www.charityworkerdiscounts.com](http://www.charityworkerdiscounts.com)

"Charity Worker Discounts connect you to the best deals and discounts possible. With our deals and discounts, you can save money when shopping at the brands you know and love!"

### Community days at The Eden Project

"To say thank you for the invaluable support of our local friends and business colleagues in Cornwall and Devon, we invite a range of groups to come and enjoy the Eden Project for free on certain dates."

### Mindful Employer

SLSW has signed the Mindful Employer Charter as a shared commitment to protect, promote and enhance the mental wellbeing of staff. The employee advice line offers you a place to turn for support any time of day or night. Support is available for whatever issues you might be facing, including work-related stress, depression, marriage and relationship issues, legal concerns, coping with change, parenting issues, financial problems and much more.

### AIG Bereavement Counselling and probate helpline

Bereavement counselling - 24 hour access to bereavement helplines and access to qualified counsellors through a confidential service.

Probate helpline – Mon- Fri 9am-5.30pm helpline for guidance on legal issues surrounding a recent bereavement and explaining the process of probate

### AIG Smart Health

24/7 Access to GP treatment for you and your family.

Also available are bespoke health and fitness plans and expert advice on both mental and physical health

## **Bicycle Scheme**

Shared Lives South West can support an employee to acquire a new bicycle and related safety equipment, under the 'cycle to work' scheme, primarily but not exclusively intended for use to commute to work or on work related journeys.

## **Eye Tests, Glasses & Contact Lenses**

Shared Lives South West has a duty to provide eye tests for all employees who request one, and to provide glasses where an eye test deems they are needed specifically for display screen equipment.

## **Salary Sacrifice Pension Scheme**

Shared Lives South West offers employees the option of salary sacrifice as part of the organisational pension scheme, where the employee gives up part of their salary which the employer then pays into their pension, along with their contribution to the scheme.

## **Death in Service Insurance**

All employees are covered by a group death in service insurance policy from the commencement of their employment, subject to the completion of the necessary forms.

In the event of death while in the service of Shared Lives South West (whether death occurs when at work or outside of work) the payout is four times annual salary.

## **Accident and Injury Insurance**

All employees are covered by an accident and injury group insurance policy. This applies whether the accident or injury occurs when at work or outside of work, with some exceptions.

It is also worth while familiarising yourself with the non-salary benefits policy that covers more information on some of these benefits in more detail.

## **Well-being**

All employees are entitled to take one hour per week to benefit their well-being.

Shared Lives South West proactively support medical appointments and generous sick leave.

## **Flu Vaccination**

Employees at Shared Lives South West are eligible to book and have an annual flu vaccine for free due to working in the health and social care sector.

*\* Please note that these benefits are subject to change and were correct at the time of printing.*



## How to apply

If you would like an informal chat about the role please contact Laura Maker, People & Culture Leader, on **01626 360170**. If you have any queries about the recruitment process, please email: [people@sharedlivessw.org.uk](mailto:people@sharedlivessw.org.uk).

We welcome people regardless of age, disability, gender identity, marital status, race, faith or belief, sexual orientation and socioeconomic background and welcome applications from people who hold these identities.

Please complete the application form (CV's alone are not accepted) and return it via post (details are on application form) or email it to the email address above. All candidates will be notified if selected for interview or not.

## Closing Date

Wednesday, 29th May 9am

## Interviews

**Devon based role-** 4th June

Suite 3 Zealley House, Greenhill Way, Kingsteignton, Newton Abbot TQ12 3SB

**Cornwall based role-** 6th June

Trewellard Farm, Wheal Rose, Scorrier, Redruth, Cornwall, TR16 5DH

## Further information

For further information on SLSW, visit our [website](#).

To read the latest SLSW Annual Report, [click here](#).

For information about how we use and store your data under the General Data Protection Regulations (GDPR) 2018, please refer to our [privacy policy](#).

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