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| Job Title | Engagement Officer (Health and Social Care) |
| Line Manager | Engagement Manager (Health and Social Care) |
| Management of other staff | Not Applicable |
| Hours | Part Time - 17.5 per week |
| Salary | £11,478.80 (based on FTE £22,957.60) |

## Overview of the role

The purpose of Third Sector Dumfries and Galloway is to improve the quality of life of the most vulnerable and disadvantaged within Dumfries and Galloway. We do this by working with third sector partners and public agencies to identify communities of greatest need, design responses and create an environment for innovation and growth.

The role of the Engagement Officer (Health and Social Care) will be to support the Engagement Manager (Health and Social Care) in the management of TSDG’s services and relationships in relation to health and social care. This may involve working directly with voluntary organisations and statutory partners, in particular the health and social care partnership. This role works alongside the wider engagement team.

## Main Responsibilities

**TSDG Health and Social Care Engagement**

* Coordinate the health and social care forum, including:
  + Organising and supporting meetings
  + Assisting in the planning and administering of events
  + Sharing and promoting its work
  + Assist in the delivery of a rolling action log
  + Raising the profile of the forum
  + Assist with communication on behalf of the forum, which includes social media activity and a slack channel
  + Collect and collate feedback regarding the forum
  + Assist in implementing campaigns on behalf of and with the forum
  + Increase membership and levels of participation
* Work with the Engagement Manager (H&SC) to develop and implement communications for the forum and the health and social care sector.
* Support and contribute to consultation activities with the sector on all matters relating to health and social care
* Working with the Engagement Manager (H&SC) and the communications team, support the updating of strategic documentation and TSDG website content related to the health and social care, ensuring this is current, and relevant to TSDG’s monitoring and information gathering.
* Work with the Engagement Manager (H&SC) and the wider engagement team to ensure that health and social care is included in the work of the locality hubs as appropriate
* Liaise with the communications and business support teams to ensure the joined-up delivery of events with health and social care organisations
* Support in the planning and delivery of events to engage with the sector in partnership with stakeholders
* Contribute to the creation and promotion of a series of events which address TSDG priorities, objectives and support our core services
* Support the building of and then maintenance of a network of contacts within the third sector interface community
* Gather relevant feedback information for monitoring and reporting on progress
* Collate relevant information from engagement activities as required to maintain the client database
* Support the Engagement Manager (H&SC) in their work with the volunteering officer in relation to the design and delivery of events which attract and support volunteering in health and social care
* Where appropriate contribute to all TSDG activities to ensure maximum level of service to the sector

**Key Partnerships and Strategic Collaborations**

* Contribute to the development of key relationships with health and social care third sector organisations especially in relation to care and the delivery of the Feeley report recommendations
* Undertake evidence gathering for the STAN database to enable progress with assessment and reporting
* Support and contribute to the development of a joint development plan for key health and social care partnerships
* Implement monitoring, recording, and reporting on progress of each development plan

**General**

* Gather information gained from events, partner engagement and strategic collaborations for use in TSDG Communications and STAN
* Liaise with the business support team to respond to enquiries.
* Using lessons learned gathered from feedback and surveys, contribute to the continuous improvement of TSDG activities

### Personal Development

Keep abreast of best practice approaches to consultation and engagement, capability and capacity building and working in partnership.

Maintain up-to-date knowledge of relevant legislation, regulation and policy trends

Maintain up to date knowledge of the work of the Community Planning Partnership and the Integration Joint Board.

### Support a culture where improvements can be made as a result of lessons identified, captured, assessed and implemented.

### General

Adhere to the organisation’s policies, procedures and values.

Work within agreed budgets and timescales.

Carry out other duties as may be reasonably assigned from time to time.

### Key Contacts

The post is responsible for actively promoting and representing TSDG by working with a broad range of stakeholders, including:

* Key third sector partners and prospective partners
* Health and Social Care partnership staff
* Other third sector interfaces
* Health and Social Care Alliance
* Scottish Government

# Person Specification

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|  | Essential | Desirable |
| Skills, Knowledge & Experience |  |  |
| Ability to establish business relationships with a broad range of individuals and organisations | x |  |
| Ability to plan and manage workload | x |  |
| Active listening skills | x |  |
| Ability to capture and analyse information and produce reports | x |  |
| Broad knowledge and understanding of the third sector |  | x |
| Ability to work as part of a team, share knowledge and benefit from experience of others | x |  |
| Ability to use Microsoft Office packages and Outlook | x |  |
| Ability to develop professional networks for sharing of information and expertise | x |  |
| Education/Qualifications |  |  |
| Educated to degree level |  | x |
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| Other Requirements |  |  |
| Valid driving license and access to a car with business insurance for work purposes |  | x |
| Self-motivated | x |  |
| Committed to improvement | x |  |
| Customer focussed | x |  |