

Job Title:	Community Engagement Officer (3-year fixed term)
Accountable To:	Operations Manager
Hours of Work:	28hrs p/w – The post will involve occasional evening & weekend work
Salary:	£23,347 p/a

Purpose of the Post

We are looking for a proactive, creative and enthusiastic individual to lead the development, coordination and delivery of wellbeing activities and community engagement opportunities for local unpaid carers.

The post holder will coordinate a programme of therapeutic, social and wellbeing activities that improve carers' physical health, emotional wellbeing, resilience and social connectedness. Activities may include wellbeing sessions, peer support groups, community events, outdoor activities and other opportunities identified through consultation with carers.

Working directly with carers, volunteers, local organisations and community partners, the post holder will ensure activities are accessible, inclusive and responsive to the needs of carers living in urban, rural and geographically isolated communities.

A key aspect of the role will be to build strong relationships within local communities, increase awareness of unpaid carers and create opportunities that strengthen community connections and reduce social isolation. The post holder will promote co-production, ensuring carers are actively involved in shaping services, activities and support opportunities.

Working closely with Adult Carer Support Officers and the wider Stirling & Clackmannanshire Carers team, the post holder will identify emerging needs, support volunteer involvement, monitor outcomes and contribute to the ongoing development of services that improve health and wellbeing and help carers maintain their caring role.

This role is part funded through the National Lottery Community Fund.

Areas of Accountability & Key Responsibilities

Wellbeing Activities & Programme Delivery

- Coordinate, organise and facilitate a programme of wellbeing, therapeutic and social activities for unpaid carers.
- Develop new activities and opportunities in response to consultation, feedback and identified need.
- Support carers to access activities that improve wellbeing, build resilience and provide a positive break from caring responsibilities.
- Work with external providers, facilitators and venues to ensure activities are delivered safely and effectively.
- Promote activities through a range of communication methods to maximise participation and accessibility.
- Ensure activities are inclusive and accessible for carers from diverse backgrounds and communities.
- Facilitate peer support opportunities that enable carers to build friendships, confidence and community connections.
- Support carers attending activities and provide one-to-one emotional support where appropriate.

Community Engagement & Partnership Development

- Build and maintain positive working relationships with community organisations, local services, businesses and third-sector partners.
- Raise awareness of unpaid carers and the support available through Stirling & Clackmannanshire Carers.
- Identify and develop opportunities for collaborative working that benefit unpaid carers.
- Attend community events, forums, meetings and partnership groups on behalf of the organisation.
- Work with local communities to reduce isolation and improve access to support and opportunities for carers.
- Encourage and promote co production, ensuring carers have meaningful opportunities to influence service development and delivery.

Carer Support

- Provide information, advice and signposting to unpaid carers attending activities and events.
- Support carers to access wider services and opportunities available within their community.
- Provide emotional support and wellbeing-focused conversations during activities and events.
- Work closely with Adult Carer Support Officers to identify carers requiring additional support.
- Assist Adult Carer Support Officers to provide annual leave cover where required, including undertaking Adult Carer Support Plans and assessments, if appropriately trained.
- Empower carers to achieve personal outcomes and maintain a life alongside caring.

Recording & Monitoring

- Record all activity participation, contacts and outcomes using Stirling & Clackmannanshire Carers' case management system.
- Gather feedback from carers through evaluations, consultations, surveys and informal discussions.
- Monitor and evaluate the effectiveness and impact of activities and projects.
- Ensure outcomes and indicators are measured in line with organisational and funder requirements.
- Produce reports and case studies demonstrating impact and outcomes.
- Contribute to reports for funders, Senior Management Team and Board of Directors as required.
- Use feedback and monitoring information to continuously improve services and activities.

Accountability

- Prepare and maintain regular work plans in agreement with the Senior Management Team.
- Participate in supervision, performance reviews, team meetings and organisational planning processes.
- Plan annual leave in conjunction with colleagues and service requirements.
- Seek opportunities for learning, development and continuous improvement.
- Represent Stirling & Clackmannanshire Carers at external meetings, events and conferences as required.
- Undertake any other duties necessary to support the aims and objectives of Stirling & Clackmannanshire Carers.

Quality

Stirling & Clackmannanshire Carers is committed to high standards of organisational and operational practice. It operates a continuous quality improvement programme to provide services of the highest possible standard.

Health & Safety

Stirling & Clackmannanshire Carers strives to provide each employee with a safe and healthy

working environment.

Each employee has a responsibility for maintaining a safe and healthy workplace for all employees by following health and safety rules and reporting accidents, injuries and unsafe equipment, practices or conditions.

Person Specification

Skills, knowledge and experience required for the post:

Education

Relevant diploma/degree or equivalent	Desirable
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Relevant Experience

Experience co-ordinating activities, groups, events or wellbeing programmes	Essential
Experience engaging directly with individuals using a person centred approach	Essential
Experience working in a community, health, social care or third-sector setting	Desirable
Experience building partnerships with organisations and community groups	Desirable
Experience gathering feedback, evaluating services and measuring outcomes	Desirable
Experience of using databases and Microsoft Office apps	Desirable

Skills/Attributes

Excellent planning and organisational skills to ensure achievement of deadlines and to manage multiple projects and priorities	Essential
Ability to use initiative, organise workload and work independently	Essential
Excellent communication and presentation skills, both verbal and written	Essential
Ability to work as part of a team and be a proactive team player, and using own initiative to plan events	Essential
Strong interpersonal and relationship-building skills	Essential
Ability to drive a car, access to a car and appropriate business class insurance	Essential
Understanding of the challenges faced by unpaid carers, including poverty, social isolation and rural disadvantage	Desirable

Any Other Requirements

Flexibility with hours and working arrangements (home/office-based). The post will also involve some evening/weekend work.	Essential
Understanding and commitment to principles of confidentiality and equal opportunities practice	Essential
A knowledge and understanding of the Carers (Scotland) Act 2016 and understanding of community development principles	Desirable