**JOB DESCRIPTION**

**Job Title:**  Community Engagement Officer

Public Engagement Network

**Reports to:**  National Lead, Experts by Experience



**Job Purpose**

* To work as part of Choice Support, Experts by Experience (ExE) Team to deliver part of the ExE Contract named Public Engagement Network
* To create and maintain a diverse national network of organisations and individuals to promote the inclusion and engagement of seldom heard communities in the work of the Care Quality Commission.
* To be familiar with and implement all Choice Support policies, procedures, and guidelines.
* To work proactively to achieve the goals and outcomes as outlined in the Public Engagement Network strategy
* To ensure all the activity is recorded using bespoke software, produce analytical reports and ensure reports are accurate and correct before submission to the operational manager.
* To have the ability to actively listen to and effectively communicate with a diverse range of individual people and groups.
* To share the same values of CQC and Choice Support as outlined below.

**Excellence**

Being a high-performing organisation is the hallmark of excellence.

**Caring**

Respect and dignity are integral components of caring for others.

**Integrity**

Doing the right thing every time is what integrity is all about.

**Teamwork**

As a team, we must learn from each other to be the best we can be.

**We Care**

We care about people and stand up for what is right.

**We Respect**

We are open and honest and value people for who they are.

**We Learn**

We listen, we work together, and we continue to improve.

**We Lead**

We are experts at what we do and make good ideas happen.

We can’t respect unless we care; we can’t learn unless we care and respect and we can’t lead unless we care, respect and learn.



**Main Duties and Responsibilities**

* Work as part of the Public Engagement Network Team
* Develop and promote the Public Engagement Network
* To develop a range of communication strategies between Choice Support and a diverse national network of organisations and individuals from seldom heard communities.
* Identify local and national data sets, evidence and sources relating to seldom heard communities.
* Collate and analyse quantitative and qualitative data, and other sources of relevant evidence and information to provide clear and accessible intelligence reports as part of CQCs Experts by Experience Contract
* Create and manage appropriate data sharing protocols.
* To develop and manage involvement and engagement activities and quality protocols.
* Understand and execute successful community engagement, consultation and research.
* To ensure the work is delivered to a high standard and shows best practice.
* To ensure the work is completed with given timescales.
* To liaise with the nominated leads in each of the network organisations /groups in respect of inclusion and engagement activities.
* To write reports and provide quality information as required.

**Miscellaneous**

* To undertake any other appropriate duties that are appropriate to your grade.
* To perform all duties in accordance with Choice Support policies and procedures.
* To perform all duties in line with the CQC Experts by Experience contract

This job description may be subject to review and change in consultation with the post holder.

**This is not intended to be a contractual document**

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**Person Specification**

* At least two years’ experience of working with people in a health and/or social care context.
* A thorough understanding of inclusion and engagement work
* A thorough understanding of seldom heard communities.
* To be able to work at a high standard with a demanding and ever-changing workload.
* A working knowledge of the Health and Social Care Act 2008, Equality Act 2010
* Have enthusiasm and a positive attitude to individuals.
* Good communication and presentation skills.
* An ability to manage and prioritise a demanding workload.
* Experience of using quality monitoring systems.
* An ability to think and respond creatively, positively and with flexibility.
* A commitment to training and development.
* An ability to respond quickly in line with agreed protocols.
* An ability to travel in the named region of England detailed in the advert for this role and have the ability to work from home ..
* Ability to work as part of a team, recognising the abilities/roles of others, being supportive of colleagues, and flexible when required.
* Proven administrative skills, use of IT software and programs.

**Desirable Requirements**

* A relevant professional and/or academic qualification at NVQ Diploma Level 4 or equivalent in involvement and inclusion
* A current full manual car driving licence.
* Knowledge and skills of producing accessible communication.