###### groundwork logo 354 CGroundwork London Job Description

Job Title: Senior Community Officer, Health

**Responsible to:** Community Programme Manager

Responsible for: Volunteers

Location: Office base provided in East Barnet and Waterloo.

In Barnet, Groundwork London is a proud partner of Barnet Together, an award winning Partnership between Inclusion Barnet, Volunteering Barnet and the Young Barnet Foundation. Together we provide quality training, volunteering support and provide vital resources and advice for Barnet’s Community, Voluntary, Faith and Social Enterprise sector.

The Barnet Together Alliance is a long-term, cross sector partnership with the London Borough of Barnet, committed to development and capacity building for Barnet to create and deliver more borough-wide services and opportunities, based on real partnership and active collaboration.

Job Background:

Working in partnership with London Borough of Barnet Public Health, the Barnet Health Champions project has built a mutually beneficial communication system in Barnet that enables people to help their family, friends and other community members understand key health messaging and increase awareness of local services. The project began as a direct response to the COVID-19 pandemic, now focusing on wider health messages and services within the borough.

The postholder will lead and deliver multiple aspects of the Health Champions programme. This role will adopt flexible hours, to attend evening workshops (Team support available).

Main Objectives:

* Work with the Project Manager and partners to develop workstreams linked to Public Health priorities, including, but not limited to mental health, cardiovascular disease, childhood immunisations and healthy lifestyles.
* Recruit Health Champions from across the London Borough of Barnet, whom reflect the diversity of the borough.
* Lead the production of communication assets, to include infographics, printed and digital media content, working with the LB Barnet and designers.
* Lead the delivery of multiple project communication platforms, including WhatsApp Broadcast, email, Trello resource bank and fortnightly Zoom workshops with Health Champions.
* Support the development of the Health Champion project, considering the local context and national best practise.
* Share learning and input into the innovation of the Health Champions programme to enable it to evolve and ensure best practice in engagement.

Key Tasks and Responsibilities:

**Project Coordination**

* Recruit Health Champions from across the London Borough of Barnet, whom reflect the diversity of the borough. This will include BAME, faith groups, age and a wide range of spoken languages to achieve project target KPIs.
* Work with the Project Manager and Partners to develop and deliver workstreams linked to Public Health priorities, including, but not limited to mental health, cardiovascular disease, childhood immunisations and healthy lifestyles.
* Collaborate / work in Partnership with Voluntary, Community Faith and Social Enterprise (VCFSE) organisations to develop and deliver individual workstreams.
* Coordinate and manage volunteers linked to specific events, activities or projects.
* Manage communication channels with the Health Champions, including WhatsApp Broadcast, Trello, Zoom, Zoho and email. Ensure communications directly respond to community need, including those most at risk, and reflect the diversity of the Borough (e.g. Eastern European, Asian, Jewish, Black African etc.).
* Lead the delivery of regular communications with Health Champions, building rapport and trust, sharing:
  + Design assets for dissemination
  + Messaging from project partners
  + Inviting feedback and local intelligence from Health Champions to share with project Partners for consideration
* Lead the delivery of online and face to face (as required) information workshops, inductions and focus groups with Health Champions.
* Participate in local workshops/events and networks/conferences to promote and embed the project; particularly connecting with the voluntary sector, faith groups, North Central London Integrated Care Service and Barnet Together.
* Identify Health Champion training opportunities. Coordinate training delivery, working with external Partners.
* Contribute to the programme development to enable the Health Champions project to evolve, innovate and share data, insight and learning.
* Work the Public Health Communications team and consultant Graphic Designer to responsively produce project design assets, including infographics, printed and digital suitable for dissemination.
* Lead the work with Project Partners including Public Health to agree the design assets, content and sign off.
* Ensure materials are translated and adapted into formats to meet diversity and accessibility needs.
* Work with Project Manager to undertake project planning, utilising data analysis to shape project delivery.
* Have oversight of the Health Champion project budget.
* Actively participate in team meetings and activities, ensuring effective internal communication, sharing of learning and the support of team members.

Evaluation and continuous improvement

* Support the monitoring and evaluation framework for Barnet Health Champions. Ensure the project is effectively monitored and evaluated, ensuring high quality communication (including verbal and written reports) to and between partners, funders and stakeholders.
* Ensure Health Champions undergo meaningful evaluation and that learning is incorporated into future development and innovation of the project.

Staff management

* Lead the recruitment of Health Champions.
* Work with multi-disciplined team members, internally and externally, including external designers, LBB Communications team and Public Health staff.
* Liaise with other Groundwork teams, including GIS, volunteering and communities to promote or deliver the project.

Other Responsibilities

* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director.
* Work with due regard for Groundwork’s core values and objectives.
* Ensure the effective implementation of and adherence to, the Trust’s Diversity, Equal Opportunities and Health and Safety policies and procedures.
* All staff, the Board and volunteers will actively support in their daily operations and duties Groundwork London’s Environmental Management System.

Personal and Professional Development

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long-term goals with line manager, and direct line staff.
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme.

HR 201/1114 **May 2023**

**Person Specification – Senior Community Officer, Health**

**Note to Applicant:** When completing your application form, you should demonstrate/evidence your experience, knowledge, skills & education in your application based on this criteria for the post.

| **Criteria** | | | **Essential or Desirable** | **Application** | **Interview** | **Task** | **Certificate** | |
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| **Knowledge,**  **experience & skills** | 1 | Experience working in one of the following disciplines: community, health or volunteering | E | ✓ | ✓ |  |  |
| 2 | Knowledge and understanding of health priorities across Barnet, particularly in communities with high inequalities | D | ✓ | ✓ |  |  |
| 3 | Experience in the coordination and management of volunteers and an understanding of volunteer management best practise | E | ✓ | ✓ |  |  |
| 4 | Experience in the development of volunteer & or health projects | D | ✓ | ✓ |  |  |
| 5 | Experience of presenting information and making complex messages accessible to people and groups with specific needs, e.g. non English speakers, visual impairments, learning difficulties etc. | E | ✓ | ✓ |  |  |
| 6 | Ability to work as an agile project officer, acting on new information promptly and working flexibly to meet the evolving needs of a project | E | ✓ | ✓ |  |  |
| 7 | Ability to collate data, learning and insight to inform programme developments and innovation. | E | ✓ | ✓ |  |  |
| 8 | Ability to work under own initiative, including effective prioritisation of tasks and ability to work to agreed aims and objectives both individually and as a collective team. | E | ✓ | ✓ |  |  |
| 9 | Excellent written and verbal communication skills including presenting virtually | E | ✓ | ✓ |  |  |
| 10 | Proven experience in developing and maintaining a range of partnerships and working relationships with external partners in Voluntary, Community and Faith sectors. | E | ✓ | ✓ |  |  |
| 11 | Proven ability to use digital engagement tools, including the confident use of WhatsApp Broadcast, Trello and Zoom. | E | ✓ | ✓ |  |  |
| 12 | Ability to use MS Corporate Software Applications, MS Office (Word, Excel) Internet, Zoom, Teams and Email, with strong attention to detail | E | ✓ | ✓ |  |  |
| 13 | Ability to think ahead, analyse opportunities and propose solutions to challenges | E | ✓ | ✓ |  |  |
| 14 | High-level computer literacy, for word processing, emailing, record keeping, budgeting and web-based research | E | ✓ | ✓ |  |  |
| **Other requirements** | 15 | Flexibility in working hours to attend evening workshops. | E | ✓ | ✓ |  |  |
| 16 | Understanding of the Privacy and Data Protection Acts; the ability to maintain systems and information ensuring effective security of information held and provided by the service | E | ✓ | ✓ |  |  |
| 17 | Commitment to Equality, Diversity & Inclusion, Safeguarding and ability to demonstrate an understanding of these in practice | E | ✓ | ✓ |  |  |