

Community Engagement and Partnerships Manager

Compassion in Dying supports people to prepare for the end of life: how to talk about it, plan for it and record their wishes. We have supported more than 56,000 people to consider and record their wishes through our nurse-led information line, digital services and community engagement work.

We know that considering what you want, and recording those wishes, reduces unwanted and invasive treatments being given at the end of life, reduces unnecessary hospital admissions, and makes it more likely that people will receive care aligned with their priorities and goals.

However, successive policy reports have identified that people who are already at risk of health inequalities are less likely to receive care aligned with their values and priorities. Many communities who experience health inequalities also face additional barriers to accessing mainstream support, including the effects of structural racism. We also know that people with higher levels of support needs require more help to consider and record their end of life wishes and that often this support is not available. This means that people from certain communities or who need more help to plan ahead have a worse experience at the end of life.

Compassion in Dying is seeking a Community Engagement and Partnerships Manager to lead our existing community engagement work and to develop new, impactful projects.

By working with communities known to experience health inequalities, Compassion in Dying's community engagement work aims to ensure that these groups have access to support to document their wishes and priorities for treatment and care, and to proactively share our learning so that these approaches can be used and adapted by others.

Compassion in Dying is committed to being an equal opportunities employer and we welcome applications regardless of race, religion and belief, age, gender or gender identity, sexual orientation, disability and marital status. Appointment to this role will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be undertaken once the successful candidate is in receipt of a conditional offer.

Role Title:	Community Engagement and Partnerships Manager
Reports To:	Director of Services and Partnerships
Hours:	Full time (35 hours per week)
Contract:	Permanent
Salary:	£39,338 (Manger Grade 1)
Direct reports:	Community and Outreach Training Lead
Budget Responsibility:	None
Main Place of Work:	181 Oxford Street (3 rd Floor), London, W1D 2JT. The building has a small lift which is only accessible from 1st floor. There may be a mix of office and home working, depending on government guidance at the time. Once it is safe to do so (due to Coronavirus), it is expected that the post holder will spend more than 50% of their time in the office.

Key Responsibilities

Programme development and delivery

- Lead the development of innovative community engagement projects designed to ensure that people at risk of health inequalities are supported to plan for the end of life.
- Scope and develop external partnerships, and facilitate collaborative project design.
- Lead the delivery of our existing, Lottery funded advance care planning project in Lambeth (south London), which we co-lead with Healthwatch Lambeth. This involves coordinating a core collaboration of eight partner organisations, and a wider Consortium of partners, working together to deliver a complex and high impact one-to-one advance care planning service across the borough. More information on the project is here: <https://www.healthwatchlambeth.org.uk/lambethadvancecareplanningproject>.
- Support the Director of Partnerships and Services to secure project-specific funding.
- Ensure projects are delivered to a high quality, on time and within budget.
- Lead on ensuring that comprehensive monitoring and evaluation of projects is carried out. Depending on the project this may involve working with and managing external evaluators and/or coordinating our internal policy team and project partners to ensure data collection, analysis and proactive sharing of our learning.
- Maintain strong working relationships with multiple project partners by ensuring regular communication and setting up processes to identify and address any issues or challenges, as well as sharing learning and recognising progress and success.
- Manage project budgets with support from the Finance Manager, and support the Director of Partnerships and Services with financial reporting to funders and the Board of Trustees.
- Continually monitor progress throughout each programme to ensure we are delivering on agreed outcomes and meeting all deadlines.
- Ensure that progress and learning from the people we support through Compassion in Dying's community engagement projects is shared internally on a regular basis, in particular with the information, digital and policy teams.
- Lead the development of safeguarding policies and procedures, and support others to understand and undertake their safeguarding responsibilities within the context of partnership working to deliver community engagement projects.

Stakeholder relationships, influencing and promotion

- Support the Director of Partnerships and Services to increase the profile of Compassion in Dying across government, public and third sectors, ensuring the organisation is known and respected and actively contributes to national policy work.
- Support the Director of Partnerships and Services to ensure learning from Compassion in Dying's community engagement work is used to further its strategic agenda, championing the importance of personalisation at the end of life including for groups known to experience health inequalities.
- Build and maintain high-level relationships with external stakeholders in order to ensure learning from Compassion in Dying's community engagement work is known and our strategic objectives are furthered.
- Represent the organisation at a high level, including presenting learning at conferences, being a positive and credible ambassador for Compassion in Dying.
- Seek and identify opportunities for partnership and collaboration to further organisational objectives and extend Compassion in Dying's reach.

Sustainability and partnership working

- Working with the Director of Partnerships and Services, identify ways to expand current services and develop new projects to ensure future sustainability. Develop ideas to work alongside different communities and develop innovative ways to improve the quality of people's deaths and address health inequalities.
- Support the Director of Partnerships and Services to identify and lead applications for funding streams, building relationships with major donors and Trust managers.
- Effectively foster and manage relationships with stakeholders, enabling Compassion in Dying to work collaboratively with a range of people.

Team management

- Provide clear and supportive line management to the Community Engagement and Training Lead.
- Provide confident, strong and supportive leadership with project partners by ensuring regular communication and setting up processes to identify and address any issues or challenges, as well as sharing learning and recognising progress.

General

- Attend external meetings with project partners and other stakeholders.
- Support the Director of Partnerships and Services to draft papers and reports for the Chief Executive, Compassion in Dying's Board of Trustees and Funders as required.
- Participate in team meetings, staff supervision and annual appraisal meetings. Participate in meetings of the Board of Trustees as required.
- Represent Compassion in Dying externally in media and at conferences, working groups and other events, and be willing to travel as required.
- Undertake any other reasonable duties as required by the Director of Services and Partnerships.
- Always act in the best interests of Compassion in Dying and Dignity in Dying.
- Always act in accordance with Compassion in Dying's Safeguarding Adults at Risk policy.

Person Specification

Values

- Commitment to Compassion in Dying's vision and mission
- Commitment to Dignity in Dying's vision and mission

Experience

Essential

- Experience of managing a portfolio of multiple projects with different partners, being delivered concurrently to tight deadlines
- Experience of building and maintaining high-level relationships, which deliver organisational aims, with a wide range of stakeholders
- Experience of leading and motivating staff effectively; this does not need to be in a direct line management capacity
- Experience of delivering and developing services
- Experience of developing and maintaining systems to monitor project outputs and outcomes
- Experience managing budgets and delivering work on budget

Desirable

- Experience of delivering engagement or community-based services
- Experience of working to address health inequalities
- Experience of understanding and meeting the needs of different communities, including marginalised groups
- Experience of working with a range of commissioning decision-makers, including within Primary Care Networks, Clinical Commissioning Groups and with Joint Commissioners
- Experience of facilitating meaningful co production and user involvement
- Experience of leading the development of safeguarding policies and procedures, and of supporting others to understand and undertake their safeguarding responsibilities

Knowledge

Essential

- Knowledge of the health and social care and charity sectors and their networks

Desirable

- Knowledge of end-of-life care and decision-making, the Mental Capacity Act 2005, and the patient experience at the end of life more broadly
- Understanding of the factors that make people more likely to experience health inequalities

Skills and abilities

Essential

- Excellent communicator and able to build and maintain relationships and influence diverse stakeholders
- Highly organised with the ability to prioritise workloads, problem solve and effectively manage conflicting priorities and tight deadlines across own work and that of a project team
- Ability to work at both a strategic and operational level
- Good IT skills
- Ability to assimilate new skills and information
- Ability to motivate a team including project partners, staff or volunteers that you don't line manage

Organisational Behaviours

- *Leading by example*

You lead by example through your behaviours and motivate others through your professional approach to work

- *Trust and respect others*

You are aware of your impact on others and treat other people with kindness and respect. You value diversity and listen carefully to understand the views of others

- *Proactive and supportive team member*

You work with others to reach a common goal by sharing information and supporting colleagues

- *Strive to be the best*

With a positive attitude, you work to a high standard to meet personal and organisational expectations

- *Responsibility and initiative*

You take ownership of your work and take responsibility for your actions and decisions. You use your initiative and take pride in what you do