

# COMMUNITY ENGAGEMENT MANAGER

Salary: £28,930-£31,118

35 hours a week

Fixed term: 30 June 2023

(with potential for extension,  
subject to funding)

**Angus Carers Centre**

**supporting carers**

Angus Carers Centre is a charity working **with** and **for** unpaid carers across Angus. Due to recent changes, this role is being re-evaluated and offers immense opportunity for growth. This role will suit an individual who wants to leave a legacy and be part of organisational and societal change, and is not afraid to challenge the status quo.

For an informal and confidential chat about the post and the opportunities ahead, contact our main office on 01241 439157.

## **Why you should consider applying?**

“After our son’s diagnosis with Autism in 2012 Angus Carers Centre have been a lifeline from the moment I called. It was a like a small weight had been lifted. Knowing someone was there that understood what we were going through and to guide us in the right direction was encouraging. That is when we knew we wouldn’t be alone in your journey with Autism.

Through the groups I have become friends with those in similar situations to ours, we have laughed (a-lot) and cried (a little) over the years.

I gained my confidence back, I grew a backbone, became better with confrontation and got to know and love our son for what he was and what he could achieve, not what he couldn’t.

Don’t get me wrong, there have been other groups/charities involved along the way which have also helped shape the young man our son is today but for me especially ACC has been paramount. So much so I became a volunteer, I was then known as Isabel and not Billy’s’ mum. Something that I had missed for a long time. I loved my Monday morning shifts on reception before lockdown. We all know how it feels when you get through to the Dr’s receptionist after the weekend. That was me but for carers. Not always the cheeriest of calls but I knew who could help them and they were soon directed to the correct care worker. It certainly made my Monday Morning.

Anyway enough about me,

If you have made the call to ACC well done if not, what are you waiting for, help is there.” – carer & staff member

# About Us

Established in 1996, Angus Carers Centre has grown significantly over the last 25 years, and we are now supporting nearly 2,000 registered adult and young carers. Our talented and passionate team of 14 staff and 50 volunteers ensure the needs of our carers are met. Together with our volunteers we strive to provide a first-class service to carers and their families, to make a lasting difference to their lives.

The social, political and policy horizon is changing, and we need to ensure that we provide the right support at the right time. We are entering a new and exciting chapter, and there has never been a better time to join our organisation.

Reporting to the CEO, you will form part of the Leadership Team and support the development of the new strategic plan.

You will lead and mentor a team of dedicated staff and volunteers, build strong relationships with local communities and organisations across Angus. Most importantly, you will put the voice of carers at the centre of what we do. This role will also oversee all aspects of the pioneering Meeting Centre project.

## Job overview

- To work collaboratively with our communities and support them to become more cohesive, sustainable and vibrant,
- Lead, motivate and empower a team of passionate staff and volunteers to help them realise their potential and make a difference in the local areas,
- Promote and champion the role of social connection and volunteering, both internally and externally,
- Collaborate with teams and stakeholders to ensure lessons learnt are incorporated into practice, procedures, and systems,
- Speak truth to power.

The role comprises two key elements: community engagement and the Meeting Centre.

**Community Engagement**, the postholder will:

- Lead, recruit, and support volunteers to ensure they are motivated, and feel valued and respected making a lasting difference in our communities,
- Develop volunteering strategy, ensuring is inclusive, future-focused and carers-centred,
- Promote and champion the role of volunteers by building and maintaining relationships with key partners, local organisations, and influencers,
- Provide safe, nurturing, and developmental support supervision to a team of staff and volunteers,
- Design, deliver and evaluate volunteering activities ensuring they align with local need and organisational vision,
- Continuously evidence and communicate the impact of volunteering, internally and externally to further demonstrate its value: individual, organisational and societal,
- Establish strong relationships with other volunteer organisations to share learnings and good practice, and build a network of support,
- Build a network of supportive organisations and communities of interest to strengthen to role and profile of unpaid carers,
- Work collaboratively with other teams, business support, finance, fundraising and others, to support all aspects of community engagement and volunteering, including events management, training, and professional development,
- Continuously strive for excellence by ensuring learning is embedded in practice, policies and systems,
- Have overall responsibility for the financial management of all community engagement activities including budget setting, forecasting and monitoring,
- Keep abreast of legislation, policy and good practice related to community development and volunteering.

**Meeting Centre**, originally developed in the Netherlands in the 1900s as a way of providing practical, emotional and social support for those living with dementia, and their families, Meeting Centres are now spread all over Europe. Meetings centres reduce social isolation, making participants happier, more socially connected and active, but also improving people's independence and community connections.

The postholder will:

- Implement the principles of Meetings Centres to create conditions to increase feelings of wellbeing, confidence and independence in people affected by dementia in Arbroath and the surrounding area,
- Develop and coach a team of passionate and talented individuals to ensuring effective support supervision, development opportunities and resources are in place,
- Engage with participants with an authentic and supportive manner, ensuring they are involved in activities and opportunities enhancing their independence, choice and a sense of connection,
- Develop an effective structure ensuring the Centre is well-resourced to provide meaningful daily opportunities for people with dementia and their families to fully benefit from the programme,
- Oversee contractual requirements, including suitable staff and volunteer support,
- Hold budgetary responsibility, ensuring the programme is delivered with agreed timescales and financial parameters,
- Collaboratively develop individual development plans, involving participants, family members and other relevant individuals,
- Develop and organise a programme of activities and interventions, including family group discussion, community meetings, and individual and couples consultations,
- Develop appropriate impact measurement approaches, making sure participants voices are heard and implemented in programme delivery,
- Prepare regular updates and reports to the Chief Executive Officer and the Board of Directors,

The above does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in the role. The organisation reserves the right to require employees to perform other duties from time to time.

## **Key values:**

- Strong sense of integrity,
- Authentic and true to themselves and others,
- Compassionate and boundaried,
- Drive for social justice and equity

## **Qualifications and knowledge:**

- Degree in community education, social care, project management or relevant experience in developing and leading community development projects,
- Knowledge of safeguarding, health and safety, and data protection,
- Understanding of the needs of diverse individuals and communities,
- Full Driving License and a suitable vehicle for work with business insurance,

## **Experience**

- Experience of developing and leading individuals and teams of diverse staff,
- Relevant previous experience in managing projects or delivering projects to a variety of stakeholders,
- Experience of working with external stakeholders including communities, voluntary and private organisations and individuals,
- Experience of delivering community-based projects,
- Experience of partnership working, preferably in the Third Sector,
- Experience of service development, delivery and evaluation,

## **Skills and Ability**

- Knowledge of issues affecting young and adult carers, legislation and policy landscape related to carers,
- Ability to build positive relationships with a wide range of individuals and agencies,
- Excellent analytical and problem-solving skills,
- A high degree of IT literacy and demonstrated use of online applications and tools, including MS Office,
- Excellent social and interpersonal skills with the ability to communicate effectively with a diverse range of people at all levels,

## **Working hours**

35 hours per week, subject to organisational needs. Some work may have to be undertaken outside office hours, including evenings and weekends.

## **Special conditions**

The post entails work with vulnerable people and falls within the definition of “regulated work” under the provision of the Protection of Vulnerable groups (Scotland) Act 2007. The post holder will require to be registered as a member of the Protection of Vulnerable Groups Scheme, which will involve a Disclosure Scotland check.

## **Office Location/Base**

The post is based at 8 Grant Road, Arbroath, DD11 1JN.

## **Equal Opportunities**

Angus Carers Centre is committed to being an Equal Opportunities Employer and we encourage candidates from diverse backgrounds to consider joining Angus Carers Centre.

## **Benefits:**

- Competitive pension scheme
- Training and development opportunities
- Employee Assistance Programme
- Free car park
- 29 days of annual leave (inclusive of 9 public holidays)
- Flexible working, subject to organisational needs