



Development Officer: Engage and Inspire

Full Time 37.5 hours per week

(Initial fixed term contract 24 months, with the potential for extension subject to funding).

Initial salary £22,440 - £29,034 per annum, depending on experience.

The Haven

The Haven is an award winning charity which aims to improve the quality of life of people affected by a range of life limiting conditions including cancer, multiple sclerosis, Parkinson's disease and dementia. Information and support is provided to clients and their families, by a multidisciplinary team of nurses, therapists and volunteers. Our aim is to support our clients to understand all aspects of their illness, treatment and care; to improve their emotional wellbeing and ability to manage stress and to sustain carers in their caring role. The Haven has been recognised nationally through the attainment of the King's Fund/GSK IMPACT Award and the Queen's Award for Voluntary Service.

The Haven operates three centres based in Blantyre, Wishaw and Forth, supporting families across North and South Lanarkshire. 'Engage and Inspire' is a community engagement and communications initiative which is taking both a strategic and hands on approach to developing relationships with community stakeholders, with the aims of:

- Ensuring that families affected by life limiting illness are aware of Haven services and how to access support
- Ensuring services are developed with the involvement of local communities and local stakeholders to meet the expressed needs of Haven client groups
- Supporting the development of effective partnerships and collaborations which secure income generation targets to ensure financial sustainability of Haven services, including developing relationships with and securing grant funding from trusts and foundations.

The Development Officer will be based at The Haven centre in Wishaw and will work collaboratively as a member of a dedicated multidisciplinary team of staff, therapists and volunteers, to develop and deliver a range of community consultation and engagement activities to meet the objectives outlined above. With year on year increases in the numbers of people attending The Haven centre in Wishaw and an ever increasing need for Haven services in North Lanarkshire and surrounding areas, a key focus of the role will be the achievement of financial targets to ensure that services can be sustainably developed. Line management support will be provided by the Service Manager and the post holder will also work closely with and be supported by, the Chief Executive Officer, to develop and implement a programme of applications to trust and grant funders.

'Engage and Inspire' offers the potential for a highly motivated, compassionate and empathetic individual to join our multidisciplinary team to work on the development and successful delivery of this initiative and associated outcomes. There is tremendous scope for the post holder to develop this role to ensure that all families affected by life limiting illnesses are aware of The Haven and the support it can provide to them and to ensure that services are sustained for the future.

*Head Office: The Haven, Blantyre Health Centre, Victoria St, Blantyre G72 0BS
Tel: 01698 727884 www.thehavencentre.com Scottish Charity No. SC032130*



Role Specification:

Accountable to The Service Manager the post holder will contribute to the overall development of 'Engage and Inspire' by undertaking community engagement and client consultation activities; developing communications and marketing plans; engaging with local businesses and community groups to inspire them to support The Haven; planning and managing events which will contribute to achieving the project outcomes, including financial targets; researching and identifying potential trust and grant funders and preparing and submitting applications; providing project management support to client service staff and maintaining effective systems and processes.

It is essential that the post holder has excellent verbal and written communication skills and has the ability to work autonomously and to use own initiative to independently resolve day to day challenges. The post holder should also be proficient in MS Office packages.

Duties and Responsibilities:

Community Engagement

- Work closely with local communities and organisations to raise awareness of and build their understanding of The Haven and the services offered and ensure services are developed to meet local needs (e.g. road shows, focus groups and community surveys)
- Be a key point of contact for local people looking to offer their support
- Contribute to the development, production and distribution of communications leaflets and materials, ensuring that key messages are always used
- Contribute to the social media content plan
- Liaise with and provide information to health and social care professionals, statutory and voluntary sector organisations and community groups as required
- Maintain effective communication with the Service Manager, all members of The Haven multidisciplinary teams, clients, carers, professionals, volunteers, Haven management and partner organisations, to ensure seamless service delivery

Financial Sustainability

- Support the development and delivery of a range of community engagement and consultation events which raise awareness of The Haven and support income generation
- Plan and deliver key Haven events throughout the year which will contribute to the financial sustainability of the organisation by generating unrestricted income
- Support members of local communities to develop their own initiatives in aid of The Haven which contribute to the financial sustainability of services
- Research and identify potential opportunities and prepare and submit applications to trust and grant funders to sustain and develop services.



Project management and administration

- Work with the CEO and Service Manager to ensure effective development and delivery of all aspects of the Engage and Inspire initiative and associated activities
- Participate in the development and implementation of project management and administrative systems which ensure adequate records are maintained and that all relevant information is documented
- Ensure that adequate systems and processes are developed and maintained to record and monitor all financial transactions pertaining to the Engage and Inspire initiative
- Contribute to the production of reports on a regular basis to the CEO and Service Manager which monitor progress and demonstrate the effectiveness of all activities undertaken

Personal

- Work collaboratively as an effective team member within and across The Haven multidisciplinary teams
- Maintain a Personal Development Plan, which ensures updating of skills and knowledge in accordance with organisational requirements and be accountable for his/her actions
- Ensure that The Haven is seen in a positive and professional light at all times

Location:

The post will be based at The Haven centre in Wishaw (Flat 78, Block 2, University Hospital Wishaw, 50 Netherton St, Wishaw, ML2 0DP), but the post holder will be required to travel across North and South Lanarkshire to meet the needs of the role and the organisation. Car driver/own car essential.

Hours:

Working hours are 37.5 per week – flexibility in hours worked may be required to meet the needs of the role. Overtime is not payable.

Line Manager:

The post-holder will report directly to the Service Manager and will be expected to work collaboratively and effectively with all Haven personnel.

General:

In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures. The Haven operates a no smoking policy to which the post holder will be expected to adhere when on The Haven business.



Person Specification:

	Essential	Desirable
Qualifications & Training		
Educated to Degree level or equivalent experience	Y	
Skills, Ability, Knowledge		
Excellent communication skills	Y	
Excellent IT skills	Y	
Ability to work quickly and to deadlines when required	Y	
Ability to manage a diverse workload	Y	
Proficient in Microsoft packages	Y	
Creative approach in identifying opportunities for community engagement and financial sustainability	Y	
Knowledge of social media	Y	
Understanding of different sectors – public, private and voluntary	Y	
Understanding of and alignment with The Haven ethos and culture	Y	
Experience		
Experience in a communications or marketing role (intern or work experience acceptable)	Y	
Experience in organising events	Y	
Personal Qualities		
An understanding of and alignment of the organisations aims and values	Y	
Organised and a good time manager	Y	
Enjoys working as part of a team, flexible in approach with a positive attitude towards volunteers	Y	
Ability to communicate effectively with local communities, businesses, healthcare professionals, volunteers and clients	Y	
Target and outcome focused	Y	
A high degree of personal motivation	Y	
Full driving licence and access to own car	Y	

Applications in the form of a supporting letter that outlines why you are applying for the post, your relevant skills and experience and the personal qualities you would bring to the role (up to 2 A4 pages), and in addition a skills based CV to:

HR Department - Mark this for the attention of (June Sutherland – Service Manager)
 The Haven
 Blantyre Health Centre
 Victoria Street
 Blantyre
 G72 0BS

Or by email: recruitment@thehavencentre.com

Closing date: 12 noon on Wednesday 28th November 2018

Head Office: The Haven, Blantyre Health Centre, Victoria St, Blantyre G72 0BS
 Tel: 01698 727884 www.thehavencentre.com Scottish Charity No. SC032130