

Involvement Co-ordinator

Job Description

Role: Involvement Co-ordinator	Department: Carer Support Team
Reports to: Befriending & Development Officer	Salary: £24,000 per annum (pro rata)
Location: The Eric Liddell Community	Type of contract: Temporary – initially 12 months
Working hours and pattern: 30 hours (over 4-5 days) occasional out of hours work for key events	

About The Eric Liddell Community

The Eric Liddell Community (Scottish Charity Number SC003147) is a local care charity and community hub founded in 1980 in memory of the 1924 Olympic gold medallist, Eric Liddell.

We are on a mission to bring people together in their local community, to enhance their health and well-being and ultimately bring us closer to our vision of a world where no one feels lonely or isolated. We are doing this by: providing a Day Service for people living with dementia alongside a programme of activities for people living with dementia; a program of well-being activities, courses and classes for unpaid carers, and developing our vibrant community hub, at the heart of Edinburgh.

About the Job:

The Eric Liddell Community (ELC) is undergoing a period of growth and development with a new vision for the delivery of caring services. We have an exciting opportunity for an Involvement Co-ordinator to join our growing team. If you would like to work for a local care charity in a rewarding role where you will really make a difference, then join us here at The Eric Liddell Community.

Being uniquely driven by our exceptional community, we listen and respond to the insights and experiences of those affected by dementia, loneliness, isolation and caring responsibilities, to ensure a needs led support offer and better outcomes for all those affected. Involving our community in our work, not only helps us understand what they are experiencing but evidences their needs and enables us to demonstrate our impact. This has wider implications from working with the partners across the health and social care sector and councils to improve care, influencing change to securing funding as keeping our community central to what we do and setting a high standard for best practice.

The role of an Involvement Co-ordinator may be new to some and we welcome applicants from all backgrounds who think they may be a good fit for the role; here are some of the main facets that set it apart from other roles:

- Other project-based staff will have a service they need to plan, implement, and monitor, with feedback gathered from time to time, but the Involvement Co-ordinator will have the capacity to strategize with our community on how services can be improved for people living with dementia and unpaid carers
- Staff on the Carer Support Team deliver sessions and activities to service users directly, but the Involvement Co-ordinator's consultations with our community will affect every level of the organisation; from teaching volunteers on dementia awareness to influencing the Senior Management Team and the priorities that they set for the charity

Main Purpose of Job:

The main purpose of this job is to establish a framework for Involvement at The Eric Liddell Community, and to deliver the most value for the communities we serve – locally at our Community Hub, as well as part of a national network of Dementia Friendly Communities (DFCs) across Scotland. The postholder will be responsible for:

- Work collaboratively with teams across The Charity to keep our community at the heart of all we do, maximising opportunities for involvement, bringing insight and learning to charity wide initiatives
- Establish an Involvement Champion role and work with dedicated volunteers and our Involvement network empowering our community to work with us to create change
- Working with department leads to create opportunities for Involvement and communicating these with our community ensuring a complete feedback loop
- Be an Ambassador for DFCs; contributing to and learning from the DFC mentoring network actively participating in forums for policy and practice

Duties and key responsibilities:

- To foster a culture of Involvement by actively seeking and creating opportunities to receive the views and opinions of people with dementia and unpaid carers in the development of The Eric Liddell Community's work and informing decisions and services as necessary.
- Create an Involvement action plan for The Eric Liddell Community, implement and embed it
- Raise the profile of Involvement through internal comms, team talks, workshops, drop-ins.
- Work alongside the Volunteer Coordinator to recruit and manage a team of volunteer Involvement Champions
- Grow a network of ad-hoc Involvement volunteers and ensure a strong feedback loop for the Involvement Network and those taking part, so they understand the impact of their involvement

- Share the thoughts, feelings, experiences (and learnings from) people living with dementia in a meaningful way to colleagues across the Charity and national networks
- Empower community members to share their stories to develop a rich Story Library.
- To build positive relationships with About Dementia and other Dementia Friendly Communities across Scotland
- Be an Ambassador for DFCs, working to embed the DFC model – both locally in Edinburgh and across Scotland
- To monitor and evaluate The Eric Liddell Community Involvement action plan
- To write internal reports and yearly reports for funders, and any other reporting required.
- To develop ideas and contribute to funding applications for the continuation and/or innovation of the Involvement work.

Person specification:

The successful candidate will be a talented and motivated individual with a high degree of empathy. A conscientious professional, with a passion for working in partnership with our community, who has strong organisational skills and is an excellent communicator. You will be excited by the prospect of utilising the power of the community to achieve outstanding results for those affected by dementia, loneliness, isolation and caring responsibilities.

Essential

- Highly organised and excellent time management skills
- Excellent interpersonal skills
- Experience of group working and facilitation skills (including focus groups)
- An understanding of dementia
- An understanding of the needs of people living with dementia and carers
- Understanding of equality, diversity, and inclusion in relation to involving people in service design
- Able to assess, evaluate and communicate community need
- Experience of record keeping and report writing
- Proactive, self-starter and able to influence across the organisation

Desirable

- Experience and knowledge of using different involvement and engagement methodologies to reach diverse audiences
- A relevant degree, professional qualification, or equivalent experience
- Experience of supporting and engaging with volunteers
- Knowledge of current local and national policies with regards to carers and people living with dementia