



Third Sector
Dumfries and Galloway

Job Description

Job Title	Senior Engagement Officer (Health and Social Care)
Line Manager	Operations Manager
Management of other staff	Engagement Officer (Health and Social Care part time)
Salary in the Range	£26,891 - £28,524 (points 8-10 level 2)

Overview of the role

The purpose of Third Sector Dumfries and Galloway (TSDG) is to improve the quality of life of the most vulnerable and disadvantaged within Dumfries and Galloway. We do this by working with third sector partners and public agencies to identify communities of greatest need, design responses and create an environment for innovation and growth.

The role of the Senior Engagement Officer (Health and Social Care) is to manage TSDG's services and relationships in relation to health and social care. This involves working directly with voluntary organisations and statutory partners, in particular the health and social care partnership. This role works alongside the existing senior engagement officer who leads the generic TSDG engagement activities.

The SEO (H&SC) reports to the operations manager. The operations manager works with the SEO (H&SC) on maintaining a strategic approach to the work that is delivered by TSDG in health and social care.

The SEO (H&SC)'s main responsibility is to strengthen and manage TSDG's role as the intermediary between the health and social care partnership and the third sector to ensure that the third sector is treated as an equal partner. This is achieved through strong one-to-one relationships with individual third sector organisations, our health and social care forum and key stakeholders in the statutory sector.

These relationships will be based on a firm grasp of the policy context for health and social care at national and local levels. This role also supports the TSDG senior management by keeping them abreast of policy in this area and supports the chief executive as a member of the Integration Joint Board.

The SEO (H&SC) is responsible for working with the generic senior engagement officer in planning and delivering our engagement services by making use of the existing TSDG structures such as the locality hubs and the third sector database.

The main purposes of this role are:

- Through ongoing engagement with health and social care third sector organisations, enabling them to deliver their goals in health and social care
- Managing the health and social care forum through strategic planning, shared leadership and effective communications

- Working with the communications manager, ensure effective communication with the third sector on all matters relating to health and social care such as consultations and strategy development
- Connecting the sector with the local and national structures for community planning and health and social care integration

Main Responsibilities

Line management

- Manage the work of the Engagement Officer (Health and Social Care) to achieve the relevant objectives in the TSDG business plan

TSDG Health and Social Care Engagement

- Manage the health and social care forum by working closely with forum members to
 - plan its programme of events
 - administer its events
 - support the chair to lead the forum
 - share and promote its work
 - oversee the delivery of a rolling action log
 - raise the profile of the forum
 - communicate on behalf of the forum which includes social media activity and a slack channel
 - improve the performance of the forum through feedback
 - identify and pursue campaigns on behalf of and with the forum
 - ensure the sustainability of the forum through increased membership and levels of participation
- Working with the communications manager, develop communications (which are integrated into the TSDG communications plan) for the forum and the health and social care sector
- Ensure effective consultation with the sector on all matters relating to health and social care
- Ensure that strategic documentation and TSDG website content related to the health and social care are kept up to date and relevant to TSDG's monitoring and information gathering.
- Working with the generic senior engagement officer, ensure that health and social care is included in the work of the locality hubs as appropriate
- Liaise with the communications and business support teams to ensure the joined-up delivery of events with health and social care organisations
- Under the direction of the operations manager, contribute to the work of the health and social care strategic planning group.
- Support the chief executive in their role on the Integration Joint Board particularly in relation to health and social care policy

- Plan and deliver additional events in partnership with stakeholders such as DGC, NHS, other third sector interfaces
- Build a network of contacts within the third sector interface community
- Ensure that the relevant feedback information is gathered for monitoring and reporting on progress
- Ensure the relevant information is supplied from engagement activities as required to maintain the client database
- Working with the volunteering officer, support the design and delivery of events which attract and support volunteering in health and social care
- Where appropriate contribute to all TSDG activities to ensure maximum level of service to the sector

Key Partnerships and Strategic Collaborations

- Develop key relationships with health and social care third sector organisations especially in relation to care and the delivery of the Feeley report recommendations
- Ensure that the health and social care team undertakes evidence gathering for STAN to enable progress with assessment and reporting
- Working with the generic senior engagement officer, ensure that key health and social care partnerships have a joint development plan where appropriate
- Ensure that the TSDG contribution to each joint development plan is met, seeking senior management support where necessary
- Ensure that the monitoring, recording and reporting on progress of each development plan
- Identify potential projects for strategic collaborations
- Facilitate delivery of strategic collaboration projects, seeking senior management support when necessary

General

- Gather and provide information gained from events, partner engagement and strategic collaborations for use in TSDG Communications and STAN
- Oversee the work of the engagement officer (health and social care) and liaise with the business support team to respond to enquiries.
- Using lessons learned gathered from feedback and surveys, contribute to the continuous improvement of TSDG activities

Personal Development

Keep abreast of Scottish government and local policy, best practice approaches to consultation and engagement, capability and capacity building and working in partnership.

Maintain up-to-date knowledge of relevant legislation, regulation and policy trends

Maintain up to date knowledge of the work of the Community Planning Partnership and the Integration Joint Board.

Support a culture where improvements can be made as a result of lessons identified, captured, assessed and implemented.

General

Adhere to the organisation's policies, procedures and values.

Work within agreed budgets and timescales.

Carry out other duties as may be reasonably assigned from time to time.

Key Contacts

The post is responsible for actively promoting and representing TSDG by working with a broad range of stakeholders, including:

- Key third sector partners and prospective partners
- Health and Social Care partnership lead staff
- Other third sector interfaces
- Health and Social Care Alliance
- Scottish Government

Person Specification

	Essential	Desirable
Skills, Knowledge & Experience		
Experience of managing staff including delegating work	X	
Experience of working in a network and partnership		
Ability to plan and manage workload for self and staff	X	
Ability to resolve conflict and reach consensual solutions	X	
Ability to establish business relationships with a broad range of individuals and organisations	X X	
Active listening skills	X	
Project management skills	X	
Ability to negotiate and agree action plans with reviews	x	
Ability to capture and analyse complex information	X	
Ability to translate analysis into an action plan for engagement team and for key partners	X	
Broad knowledge and understanding of the third sector		x
Ability to work as part of a team, share knowledge and benefit from experience of others	x	
Ability to use email, create documents and spreadsheets	x	
Education/Qualifications		

Educated to degree level		x
Other Requirements		
Valid driving license and access to a car with business insurance for work purposes	X	
Self-motivated	X	
Committed to improvement	X	
Customer focussed	X	