# Job Description: Carers Community Engagement Officer

**Role Profile:**  BCP Specialist Band F

**Service/Team:** Adult Social Care/BCP Carers Support Team

**Reports to:** Carers Centre Coordinator

**Responsible for**

**Number of posts**: 0

**Post number**: TBC

**Career Grade:** TBC

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring that unpaid carers are recognised, well informed about their rights and available support.**

**Job Overview**

Working across BCP Council areas to promote the BCP Carers Support Service by engaging and developing partnerships with all stakeholders involved in supporting carers, understanding the needs of carers across our community, linking with ASC commissioners to support and deliver the BCP Carers Strategy.

## Key Responsibilities

* Adopting a strengths-based approach, engage with key stakeholders across the Integrated Care System to:
  + Increase awareness and identification of unpaid carers.
  + Report/escalate areas that require further consideration, based on evidence gathered
* Lead on social media and associated methods of engagement.
* Represent the BCP Carers Support Service at various carers groups, including taking a leading role in the set-up and support of community forums and groups to empower and enable communities to self-advocate and further their interests and needs, both face-to-face and virtual/hybrid.
* This role may need to work occasional evenings or weekends to attend or manage events in line with the needs of particular stakeholders.
* Contribute to the co-production of carers support services, including the communication and marketing materials to help promote greater awareness and community engagement opportunities aligned with the Council’s initiatives.
* Reach out to carers in their own communities, including those who are seldom contacted
* Promote carers services at community engagement events.
* Create and maintain a knowledge bank to support frontline practitioners and share information about available carers services with all colleagues and professional contacts.

**Specific Qualifications and Experience**

* Educated to A Level or equivalent experience.
* Experience/knowledge working within community engagement and based work.
* Basic knowledge of the health and social care system
* Basic knowledge of community and third sector local organisations
* Excellent verbal and written communication skills, with an ability to prepare and deliver compelling presentations and engage with a wide range of audiences confidently.
* Able to build supportive, positive and trusting relationships with others and seek to resolve any barriers to collaborating with others by communicating openly.
* Experience of appropriate sharing of information & sound understanding of GDPR/confidentiality
* Awareness and understanding of Adult Safeguarding
* Ability to work and organise self autonomously, with effective time management skills.

## Personal Qualities & Attributes

* Positive and self-driven with a clear focus on improving the lives of unpaid carers.
* Be curious with an enquiring mind, always spotting opportunities to develop connections.
* High level of resilience, attention to detail and calm under pressure etc.

## Job Requirements

* DBS check
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Ability to work occasionally at evenings or weekends to attend or manage events in line with the needs of particular stakeholders.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.