

ENGAGEMENT OFFICER

Hours: Full time (part time negotiable)

Salary: £29,000–£33,000 full-time equivalent, pro rata

Additional Benefits: Comprehensive benefits package

Location: Leonardo Carer Support Office, Poole, with regular travel across Dorset

Working pattern: Flexibility required, including occasional events and meetings outside standard working hours

Reports to: Operations Manager

JOB DESCRIPTION

About the Organisation

We are an independent charity providing advice, support and practical services to unpaid carers across Dorset. We work with carers, community organisations, statutory services and other partners to improve access to information, advice and support.

Our vision is to ensure all unpaid carers across Dorset can access meaningful advice and support, enabling them to have the quality of life they want, need and deserve. We do this by standing alongside carers, influencing, campaigning and working in partnership to connect services, identify gaps and develop creative, accessible and worthwhile support.

Job Purpose

The Engagement Officer will build positive and purposeful relationships with unpaid carers, communities and partner organisations across Dorset.

The postholder will promote Leonardo Carer Support and its services, increase awareness and engagement, support partnership working and help ensure that the experiences and needs of unpaid carers inform the development of our services.

The role requires a confident, approachable and organised individual who can work independently, represent the charity professionally and build effective relationships across the voluntary, community and statutory sectors.

Key Responsibilities

- Engage sensitively with unpaid carers, providing appropriate information, support, signposting and referrals within the boundaries of the role.
- Build and maintain effective relationships with carers, professionals, community organisations, statutory services and other stakeholders across Dorset.
- Develop and support community engagement activity that increases awareness of Leonardo Carer Support and improves access to our services.
- Represent and promote the charity professionally at community activities, events, meetings, networking opportunities and partnership forums.
- Identify and develop opportunities for partnership working, outreach and engagement, bringing relevant opportunities and feedback to the Operations Manager.
- Listen to carers and community partners, identify themes, gaps and emerging needs, and contribute information and ideas to support service development.
- Support communications, promotional activity and social media, ensuring messaging is accessible, accurate and consistent with the charity's aims and values.
- Support the planning and delivery of engagement events and activities, including liaison with venues, partners, carers and other stakeholders where required.
- Maintain accurate, confidential records and complete administrative and digital duties effectively, including recording engagement activity and outcomes.

- Contribute to monitoring and reporting on engagement activity, including relevant outcomes, feedback and evidence of impact.
- Work effectively both independently and as part of a small team, using initiative and taking responsibility for agreed areas of work.
- Work within relevant policies and procedures, including safeguarding, confidentiality, data protection, health and safety, lone working and professional boundaries.
- Undertake other reasonable duties appropriate to the role.

PERSON SPECIFICATION

Essential Criteria

- Excellent verbal and written communication and interpersonal skills, with the ability to engage sensitively, build positive relationships and represent the charity professionally.
- Experience of working in social care, support work, community services, advice, voluntary/community services or a related environment.
- Experience of engaging with and building relationships with a range of people, organisations or stakeholders.
- Experience of community engagement, partnership working, outreach, events or similar relationship-based activity.
- Strong organisational and administrative skills, with attention to detail and the ability to prioritise, manage competing demands and meet deadlines.
- Good IT, digital communication and social media skills, with the ability to use digital systems confidently for day-to-day work and record keeping.
- The ability to work independently, use initiative and take responsibility for agreed work, while working effectively as part of a small team.
- A highly conscientious, reliable and flexible approach, with a commitment to high professional standards.
- An understanding of confidentiality, safeguarding, data protection, lone working and professional boundaries.
- An understanding of, or genuine interest in, the needs and experiences of unpaid carers.
- A full UK driving licence and access to a reliable car, with the ability to travel regularly and independently across Dorset.
- Flexibility to attend occasional events and meetings outside standard working hours.

Desirable Criteria

- Experience of working directly with unpaid carers or within the voluntary, community or charity sector.
- Knowledge of local services and support available to carers in Dorset.
- Experience of developing or maintaining partnerships with voluntary, community or statutory organisations.
- Experience of organising or supporting community events, outreach activities or engagement projects.
- Experience of using social media and other communication channels to promote services or community activity.
- Relevant qualification in social care, health and social care, community work, advice and guidance, counselling or a related field.

Safeguarding and Professional Requirements

The postholder will comply with the charity's safeguarding, confidentiality, data protection, health and safety, lone working and other relevant policies. Appropriate pre-employment checks, including a DBS check where applicable, will be required.