


Profile Title:	Volunteering & Engagement Officer	 BARNSLEY Metropolitan Borough Council			
Reports to:	Manager				
Employee Supervision:	None	Grade:	6	Profile Ref:	91031
Purpose of the Post					
<p>Support social action, volunteering, engagement and participation to meet the corporate priority to achieve strong and resilient communities. Undertake activity to enhance the area governance arrangements, work with specific client groups, and support cross-cutting policy development work.</p>					
Responsibilities					
<ul style="list-style-type: none"> • Provide appropriate advice, guidance, and practical support for consultation activity undertaken through area governance arrangements and council wide service commissioning working with specific customer groups, partners, other and community organisations as appropriate. • Provide effective analysis and presentation of data arising from consultation activity, to meet commissioning requirements and service requests, providing feedback to participants, and empowering community organisations/representations to take responsibility for this where practicable. • Support the effective participation of individuals and groups in service design and planning and through area governance arrangements– including delivery of training workshops, focus groups, individual advocacy and facilitating forums. • Provide practical advice, guidance and hands-on support to enable community organisations and representative service-user groups to build their capacity in order to enable them to be more self-reliant. • Support commissioners and other Council departments to ensure that service users and relevant stakeholders are effectively engaged in all aspects of their service plans. • Promote and support peer-mentoring, self-help and resilience for community representatives, service users, carers and other customer groups. • Utilise a wide range of communication mechanisms, including social media, to effectively inform and engage with community organisations/client groups and support these groups to undertake this activity for themselves. • Support activity to build social capital and enhance volunteering opportunities. • Maintain awareness of policies and procedures which impact on how the service is delivered and contribute to policy development accordingly. • Gather and report relevant data in order to provide performance management information for the Department's service plan. • Support and make recommendations to the review of service provision to ensure it remains fit for purpose, drives improvement and is making best use of available resources. • Liaise, negotiate and collaborate with internal and external stakeholders including Elected Members, senior managers, employees and members of the public. • Keep abreast of local and national developments especially in relation to citizen engagement and Health and Social care to enhance the service and support the strategic priorities of the Council, in 					

<p>particular to achieve strong and resilient communities.</p> <ul style="list-style-type: none"> • Provide support to the Employee Supported Volunteering programme through the promotion of volunteering opportunities • Contribute to the development of policy and practice for volunteering with BMBC 		
Education and Training	Measure	Rank
• NVQ Level 4	A/I	E
• Project Management training/ qualification	A/I	D
• Evidence of professional development in a related capacity.	A/I	E
• ECDL or other evidenced training in Microsoft applications	A/I	D
• Training qualification eg Prepare for Teaching in Lifelong Learning Sector (PTLLS)	A/I	E
Relevant Experience	Measure	Rank
• Experience of working with the voluntary and community sector and/or specific client groups and/or groups excluded from mainstream activity on social action programmes.	A/I	E
• Experience of involvement and participation of service user/carers and/or other customers/stakeholders to improve and develop new and commissioned services, utilising various methods of consultation activity.	A/I	E
• Experience of contributing to policy/procedure formulation.	A/I	E
• Experience of advising community and voluntary sector on funding options , and signposting to relevant agencies for further support	A/I	E
• Experience of working with a variety of partner organisations including commissioned service providers.	A/I	E
• Experience of presenting information verbally at meetings and undertaking formal presentations and briefing sessions.	A/I	E
• Experience of project and/or event management.	A/I	E
• Experience in research, data analysis and performance activity.	A/I	E
General and Special Knowledge	Measure	Rank
• Knowledge and understanding of best practice in participation and engagement, including the barriers to engagement that might exist for specific groups.	A/I	E
• Knowledge of funding options for community groups and how to access these.	A/I	E
• Knowledge of the effective application of communication mechanisms, including social media.	A/I	E
• Knowledge of best practice community research and consultation techniques and how to successfully engage volunteer participation in these.	A/I	E
• Knowledge of how community groups and/or client-specific groups are organised and operate and how to build networks	A/I	E
• Knowledge of good practice in partnership working.	A/I	E
Skills and Abilities	Measure	Rank
• Strong communication, negotiation and interpersonal skills with the ability to deal with community members / service users as well as internal departments and external partners.	A/I	E
• Mobilising and empowering individuals including those who may be traditionally excluded or lack confidence in representing their views.	A/I	E

<ul style="list-style-type: none"> Ability to work effectively with partners agencies such as CCG, Healthwatch , other departments and the voluntary and community sector. 	A/I	E
<ul style="list-style-type: none"> Ability to produce a range of consultation and community research mechanisms and work in a co-productive way with the community/client groups to deliver these. 	A/I	E
<ul style="list-style-type: none"> Ability to effectively present information and lead and facilitate groups of people from different backgrounds and levels of knowledge, with the ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers. 	A/I	E
<ul style="list-style-type: none"> Ability to inspire trust within the community, helping others to understand the priorities of the Council and how we may build strong and resilient communities 	A/I	E
<ul style="list-style-type: none"> Ability to produce reports containing accurate data and to tight timescales. 	A/I	E
<ul style="list-style-type: none"> Project management skills and an effective approach to problem-solving, adapting to changes in circumstance or information. 	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. 	A/I	E
<ul style="list-style-type: none"> Willing to undertake training and continuous professional development in connection with the post. 	A/I	E
<ul style="list-style-type: none"> Work in accordance with the council's values and behaviours. 	I	E
<ul style="list-style-type: none"> Able to undertake any travel in connection with the post. 	A/I	E