

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Job Accountabilities

Job Title: COVID Community Engagement Officer	Job number: WM0464
Service Area: Adults, Health and Commissioning	Team: Transformation and Systems

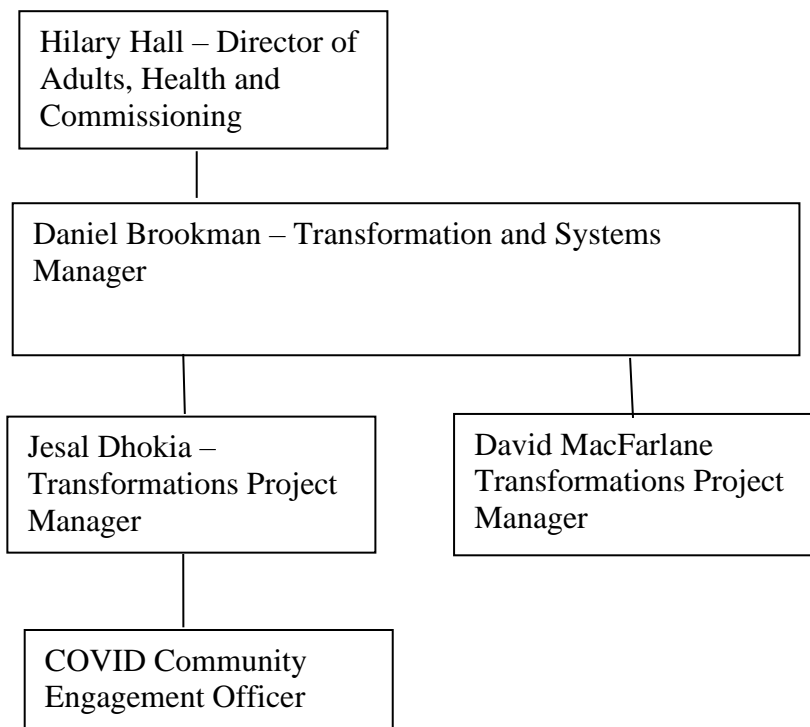
JOB PURPOSE

To work with Black, Asian Minority and Ethnic (BAME) community across Windsor, Ascot and Maidenhead

To support wider community ancillary to COVID 19 vaccination / testing programme to recruit and match volunteers to in relation general practices and CCG COVID work plans.

To work closely with Adult Learning CLASS to coordinate recruitment, matching, training, and induction for these specialist volunteer roles.

POSITION WITHIN SERVICE STRUCTURE



JOB ACCOUNTABILITIES

Service delivery accountabilities

- Support the recruitment of volunteers
- Support the matching of volunteers for Lateral Flow Testing
- Engage the community of volunteers to support the uptake of vaccinations, targeting communities in low uptake areas with hesitation to progress with their invitation to vaccinate
- Delivery of self-care equipment including Oximeters to support the COVID response
- Be able to transport to General Practices and vaccination sites
- Matching of volunteers to support GP practices to increase the uptake of vaccinations as part of their health checks for patients with learning disabilities and people identified with mental health
- Manage the pool of volunteers for COVID contributing to the legacy of community action through the pandemic response
- Align general volunteers to CLASS

Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook; these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- Our corporate values
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
<p>Qualifications and training</p>	<p>Extensive knowledge of the BAME community and networks</p> <p>Knowledge in IT including use of Word and Excel</p> <p>Strong interpersonal skills.</p>	<p>A positive and flexible “can do” attitude</p>	<p>Application Form and Interview</p>
<p>Job Competence summary (knowledge, skills, abilities, experience)</p>	<p>To demonstrate experience in working in an engagement/outreach environment with BAME communities or other socially vulnerable communities</p> <p>Evidence of executing an engagement and outreach campaigns</p> <p>Evidence of consistent outreach and engagement with marginalised groups.</p> <p>Experience of delivering services in the BAME community either in a paid or unpaid position</p> <p>Demonstrable experience of working with sensitive issues with diplomacy</p> <p>Evidence of gathering community insights through networks and discussions</p> <p>Demonstrable ability to address false information, myths or misconceptions</p>	<p>Able to work under pressure.</p> <p>Experience of project management</p> <p>Working/delivering to hard to reach groups including i.e. people with disabilities</p> <p>Preparing and delivering a suitable engagement plan</p> <p>Understanding of how you can use the website and social media to promote engagement across communities.</p>	<p>Application and Interview</p>

	<p>Ability to educate others through on-the-ground outreach work, including community discussions and handing out leaflets</p> <p>The ability to develop relationships with community members on a grass roots level</p> <p>Able to work to deadlines and tight timescales</p>	Ability to carry out structured research including surveys	
<p>Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)</p>	<p>Ability to work a 37-hour week.</p> <p>Ability to undertake activity training and or qualifications to support role.</p> <p>Ability to work from home and travel locally in RBWM</p> <p>DBS</p>		Interview
<p>Politically restricted post</p> <p>No</p>			
<p>This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.</p>	<p>The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.</p>		The competent answering of interview questions in English.