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| **Post:** | **Engagement Coordinator** |
| **Location:** | Hybrid (a mixture of homeworking and minimum of 40% in the office in Leeds) |
| **Contract:** | Full-time; 34.5 hours per week; *this post will require some evening and weekend work for which flex time off will be given* |
| **Reports to:** | Health Improvement and Research Manager |
| **Direct Reports:** | None |
| **Band:** | C |
| **Last Reviewed:** | September 2023 |

**Purpose of Role:**

At Epilepsy Action we are committed to creating a world without limits for people affected by epilepsy. All our roles contribute to achieving our ambition.

The Engagement Coordinator will engage with a wide range of professionals to raise awareness, educate and influence the professionals across all relevant sectors to improve services and experiences for people with epilepsy, ensuring we are seen as a key partner with epilepsy specialist professionals.

**Accountabilities:**

* To deliver an engagement journey for healthcare professionals that supports them throughout their careers with training and development opportunities, ensuring professionals have the information and tools they need to support people with epilepsy and highlight the services provided by Epilepsy Action.
* To maximise the number of healthcare professionals regularly engaging with Epilepsy Action by providing a form of membership or personalised benefits that adds value to the work they are doing.
* To deliver an engagement journey for relevant non-healthcare professionals that enables them to support people with epilepsy in their sectors.
* To assist with projects within the Excellence Collective

**Responsibilities:**

**Strategy and organisational development**

* Responsible for contributing to the development of team and department plans including the delivery of projects and external stakeholder engagement
* Positively and proactively engages with organisational change
* Required to use the CRM and other systems to review a wide range of information and data to inform decision making.

**Engagement and Health Improvement**

* Maximise reach and engagement with epilepsy specialist nurses, nurses dealing with people with epilepsy and other healthcare professionals by assessing their needs and providing the support to deliver high quality, safe patient and service user care and professional development.
* Produce regular communications for healthcare professionals to ensure good practice and lessons learnt are shared.
* Design, facilitate and evaluate induction training for newly appointed epilepsy nurses and, in partnership with the Epilepsy Nurse Association (ESNA), facilitate and evaluate workshops.
* Utilise the CRM to capture, record and report on engagement, including robust evaluation of engagement data
* Manage records and respond to volunteers and panels, including the Clinical Advisory Panel, Scientific Awards Panel and Research Advisory Panel.

**Project Management Support**

* Responsible for supporting the end to end project management process for quality and health improvement initiatives across health and social care in response to research and evidence.
* Assist with evaluation and review of projects to identify outcomes and outputs, including return on investment and reach and impact
* Completion of relevant impact and project reports
* Management and coordination of events that fall within the scope of any planned projects

**People and Resources**

* Responsible for supporting the wider organisations volunteer strategy, with responsibility for recruiting and supervising relevant volunteers
* Responsible for purchasing within pre-agreed budgets related to health and quality improvement led projects

**Governance and Risk**

* Responsible for specific areas of risk related to project management including GDPR, finances, safeguarding and risk management
* Ensure all work meets the charity’s quality standards, complies with its corporate brand and with confidentiality, data protection, health and safety, equal opportunities and other legislation and established Epilepsy Action policies and procedures.
* Ensure all work is accessible and that the charity’s commitment to diversity and equal opportunities is planned into all work in a relevant and effective manner.

**Stakeholder Relationships**

* Works closely with a range of internal and external stakeholders to increase the reach and impact of health improvement initiatives at a national and local level
* Ensure that health, research and other relevant professionals see the charity as a key partner
* Collaborating with internal departments to ensure that health improvement is considered in relation to all aspects of the charities work through fundraising, campaigning, and service design and delivery
* Communicates ideas and plans in an appropriate and sometimes detailed manner, dealing with some sensitive or technical information in relation to project partners

**Key Relationships**

* Epilepsy Specialist Nurses
* ESNA
* Health networks and health professionals

**Other**

* Expected to have or gain an in-depth understanding of epilepsy.
* Completing any other duties relevant and appropriate to the role
* Maintain own professional networks and promote Epilepsy Action on a local and national level.

**Person Specification:**

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|  |  | **Essential** |  | **Desirable** |
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| **EXPERIENCE, KNOWLEDGE & QUALIFICATIONS** |  | * Excellent verbal communication skills across all levels, especially among healthcare professionals. * Good interpersonal skills and the ability to work collaboratively with colleagues inside and outside the charity. * Ability to write clearly and succinctly for a wide range of audiences and purposes. * Ability to work on own initiative, planning and following tasks through to the highest standards. * Ability to function well under pressure and to work to deadlines to ensure delivery of multiple projects simultaneously. * Expected to have or gain an in-depth understanding of epilepsy. |  | * Experience of working in partnership with, or working in, a healthcare environment. * Knowledge and experience of the NHS and health policy. * Experience of creating training packages and communications * Engaged in quality improvement or audit. |
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| **SKILLS & ABILITIES** |  | * Good attention to detail and able to produce work with a high-level of accuracy. * Able to communicate clearly and confidently using a range of channels. * Very good I.T and digital competencies with an ability to utilise a wide range of relevant digital platforms and systems * Excellent interpersonal skills. * Excellent organisational skills – the ability to work on own initiative and prioritise workload. |  | * Understanding of the development and delivery of an engagement journey and/or membership programme. * Demonstrable ability to understand, plan and report on budget expenditure. * Regular updating and maintaining of a CRM. * Content management on a website. |
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| **VALUES & ATTITUDE** |  | * Committed to ensuring people who work with us or use our services have a positive experience and receive quality services and information * A demonstrable understanding of and a commitment to Equal Opportunities including the needs of different social, cultural and disability groups. * Committed to ongoing personal development * Committed to maintaining up to date digital skills * Able to work occasional evenings and weekends as required, the job will entail occasional travelling and working some unsociable hours. |  | GCHQ Disability Confident Leader - GCHQ.GOV.UKMindful-Employer-logo-768×314 – BrisDoc Healthcare Services  **Creating a world without limits for people with epilepsy!**  **We will make a difference by being:**  **Ambitious 🞟 Inclusive Empowering 🞟 Supportive** |