

## Job Description

### Participation and Engagement Worker

<b>Job Location</b>	Flexible hybrid working available between home and our offices within our community hub in Stockbridge, Edinburgh
<b>Contract</b>	Initially 12-month fixed term
<b>Working hours</b>	16 – 20 hours per week (depending upon candidate preference)
<b>Responsible to</b>	Executive Assistant/Community Activities
<b>Salary</b>	£14.33 per hour (£26,080.60 pro rata based on 35hr per week)

### About LifeCare

LifeCare Edinburgh is a registered charity (SC012641) with a proud history of supporting local older people. Our vision is a city where no older person is alone or isolated, where they can thrive, and are active members of their communities. **Our mission is to support more older people to enjoy extra years of zest through providing the best possible care, support and companionship.**

Through our relationship-based approach we support local older people (50+) who are living with dementia, in isolation, with reduced mobilities, mental health concerns and those managing on low-incomes. We also provide dedicated support for unpaid carers and run a busy community hub which provides significant social value.

### Role Purpose:

**This is an exciting new role designed to help LifeCare increase the participation of internal stakeholders.**

You will take the **lead on internal stakeholder feedback, engagement and participation gathering and sharing our impact, helping to shape our services. Supporting clients and their unpaid carers to raise awareness to external stakeholder groups at local and national level, including funders.** The role will work across departments to ensure all stakeholders have their voice heard and that learning changes/improves practice and can inform local and national policy and consultation responses.

### Key Responsibilities

You will work alongside the Chief Executive and Executive Assistant/Community Activity leader to:

- To **establish an advisory group of internal stakeholders** that amplifies their voice within LifeCare and its future development and externally influencing local and national policy in the care and support of older people in society.
- To **be part of the LifeCare team to covering our hub desk** this provides the opportunity to engage with LifeCare's wider community and build relationships.
- To **review and implement the annual client and carers feedback surveys and produce the service reports** for each; for sharing with Quality Practice Innovation Committee (QPIC) and the Board of Trustees.
- To **support the production of the annual organisations Impact Report.**

- Identify ways to improve clients and carer engagement and feedback methods.
- Work across departments to **create compelling and engaging content** to be used across the charity's communications and funding reports, generating positive client stories that showcase the charity's impact through effective storytelling using videos and images to drive results and impact.
- This is a new role and will require some **flexibility** within the day-to-day role helping to ensure the charity delivers on its new organisational strategy.

### **Person specification**

We are looking for someone who is:

- Enthusiastic, and committed to our cause who understands the changing needs of older people and who can demonstrate that they are passionate about making a positive difference to an older person's life, fun, insightful, and collaborative.
- Experience of leading and facilitating individuals and groups to share their experiences and grow their confidence to share their voice.
- Possess excellent attention to detail, communication, interpersonal and relationship building skills.
- Effective at representing the organisation internally and externally.
- Excellent written and verbal communication skills, able to write clear and accurate reports.
- Able to effectively manage deadlines and multi-task.
- Personal experience as an unpaid carer or supporting older people would be advantageous.
- Flexible, able work well on your own and as part of a team.

This post is funded by the National Lottery Community Fund Scotland.