

Job Description

Job Title:	South West Community Engagement Manager
Responsible to:	Service Delivery Manager
Location:	South West England (Hybrid role)
Grade:	Manager One
Contract:	Full time- Permanent

Role Purpose

The role of the Community Engagement Manager is to proactively seek opportunities for Ara Recovery for All to increase the number of people it supports in treatment, by creating partnerships with a range of local systems and providers. This includes working in areas that complement Ara's existing projects and creating links throughout the community to improve knowledge of the service, ensuring flawless referral opportunities for clients.

The post holder will employ operational management to improve service quality, improve access for clients in the community, including resource management and planning e.g., recruitment, training, and the management of community leads within their geographic area.

Through working collaboratively with the Ara service manager, treatment manager and the Welsh regional and development managers, they will provide a joined-up, Ara gambling service that provides best-in-class services to those suffering from gambling related harms.

Operating at a strategic level in the future planning and performance of gambling projects and initiatives and suggesting improvements to the full range of gambling support services across the organisation.

Specific Duties

- The post holder will be responsible for overseeing Ara's development and partnership opportunities in South West England.
- Work both regionally and as part of Ara's wider team to ensure a geographically bespoke yet joined-up approach to ensure continuity and quality across Ara's area.
- Target identified organisations and groups such as ICB Managers, NHS groups, prisons, registered social landlords, local authorities, sports organisations and clubs etc.
- Facilitate referrals between Ara's gambling treatment service, other providers and treatment services to maximise the number of appropriate referrals.

- Work collaboratively with community leads throughout the region to raise the profile of Ara by creating and maintaining strategic partnerships, events management, implementing early engagement and interventions (including screening), and offering our Bet You Can Help Training to upskill professionals and ensure an ongoing community presence.
- Develop a hybrid working approach and create placements within partner agencies from which Ara staff can work towards joint outcomes with partners.
- Support other Senior staff and Gambling services manager in relation to data capture, quality and performance.
- Observe all the organisation's policies, including but not limited to health and safety at work, equal opportunities, confidentiality, data protection, inclusion and diversity policies.
- Undertake other duties and responsibilities in keeping with this post's nature as required and instructed.

Other Activities

- Create new strategic links both within the public and third sector organisations.
- Provide leadership and mentoring to members of the community development team.
- Recruit, select, develop, and retain colleagues.
- Ensure that all staff have appropriate line management, supervision, and appraisal.
- Provide learning opportunities for colleagues and facilitate training as appropriate.
- Modelling attitudes and behaviours to ensure Ara's services are of the highest quality.
- Ensure that poor performance is identified, addressed, and managed in line with organisational policies.
- Ensure the team is adhering to organisational policies and procedures in relation to all HR policies and procedures and attending regular supervision.
- Establish, maintain, and use relationships within networks to promote the organisation and its work.
- Promote equality of opportunity and diversity in the organisation.

Skills, Experience and Knowledge

- Experience working in partnership, both creating and maintaining relationships across sectors.
- Experience in service development and contributing to the strategic development of an organisation.
- Ability to lead and motivate a team of staff to work collaboratively and complement engagement work at varying levels.
- Experience of multi-disciplinary and inter-agency liaison.
- Experience using research and evaluation to make informed decisions.
- Experience working within a treatment service setting.
- Excellent communication skills, clear written style, concise report writing, and a methodical approach to work.

- High level of literacy and numeracy and the ability to produce succinct reports and cost proposals. Excellent Microsoft Excel skills.
- Good knowledge of health and safety, safeguarding and data protection policies

Personal Qualities

- Proactive and comfortable generating own work with minimal direction
- Self-motivated and able to work under pressure
- Friendly, approachable, helpful, patient and passionate about supporting people
- Demonstrates trust, openness and respect in dealings with people, treating everyone with compassion and kindness promoting equality and diversity
- A good communicator who listens, can express themselves clearly and encourages Service Users to strive for healthier lives
- A positive individual with a 'can do', results driven approach and attitude
- The ability to prioritise tasks and work under pressure
- Flexible and adaptable to changing workloads
- Professional boundaries in place
- A commitment to Ara's overall aims and objectives with an ability to present Ara in a way that is consistent with its philosophy