



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

**JOB TITLE: Stakeholder and promotion coordinator – Carers and Autism**

Salary: £22,937

Hours of Work: 37.5, Monday-Friday, 9-5

Location: Derby City Centre and venues and travel around Derby City and Derbyshire County – however, currently working from home owing to COVID-19 restrictions.

Status: Permanent

Closing Date: rolling

Interview Date: rolling

Start Date: ASAP

**Positive Employment**

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

**Our CORE values**

**Communicate:** We will be consistent, positive, passionate, and listen.

**Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

**Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

**Effective:** We will deliver quality, focus on detail and be professional.

**Overview of Citizens Advice Mid Mercia**

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

## **The Services**

Citizens Advice Mid Mercia delivers two health-based services across the Midlands area – 1. The statutory carers service ‘Universal Services for Carers’ for Derby City Council and Derby and Derbyshire CCG (supporting unpaid carers in Derby City); 2. ‘Autism Information and Advice’ for Derbyshire County Council (supporting individuals living with Autism in Derbyshire County).

Both of these services have the same aim – they are preventative and aim to ensure both communities do not reach crisis point. To learn more about what each specific service offers, visit:

<https://www.autisminformationservice.org.uk/>

<https://www.citizensadvicemidmercia.org.uk/carers/>

## **The Role**

To liaise with all stakeholders and attend meetings and events on behalf of each Service (in particular, essential partnership board meetings and joined up care meetings). To promote both Services and discuss possible joined up work approaches. To act as the de facto deputy to the Service Manager for both Services and complete tasks as assigned. To work with GP surgeries in both local authorities to better identify and support the two outlined communities. To lead on the promotion of both Services through a variety of means, including contact with media outlets, and to support all team members with the promotion of their specific elements of each Service (such as promoting the well-being provision being coordinated by the well-being coordinator within the Carer team). To lead on the communication and stakeholder engagement plans for each Service. To deliver carer awareness sessions to other stakeholders, organisations and statutory services in Derby City. To support with the delivery of Autism Awareness Training sessions to statutory services in Derbyshire County. To support either help-line in the event of staff absences. To keep detailed records of all work completed and produce monthly and quarterly reports summarising work completed for each Service.

For more details about each aspect of the role, please read on:

### Stakeholder engagement -

- To attend meetings with stakeholders in both local authorities to promote both Services;
- To take detailed notes at all meetings and feedback to the Service Manager;
- To work with stakeholders in both local authorities to develop joined up approaches to service delivery and the development of new provision for each community and take a leading role on their execution;
- To build good working relationships with large stakeholders, such as hospitals, universities, colleges, schools, and so on, with the goal of both promoting the Services and developing collaborative working initiatives.

### Work with GP surgeries -

- To work with GP surgeries in each local authority to encourage better identification and support strategies for each group the Services support;
- To coordinate and deliver drop-in clinics in GP surgeries to promote each Service and to deliver provision in accessible public settings. This will include working with other team members to deliver their specific provisions as part of these drop-ins;
- To develop promotional literature and resources for GP surgeries to support each community group;
- To stay in regular email contact with GP surgeries to disseminate important news and literature.

### Awareness raising and training -

- To support the Service Manager with the delivery of Autism Awareness Training sessions to statutory services in Derbyshire County via digital means (Zoom and Microsoft Teams) and face-to-face sessions to raise awareness and understanding of Autism Spectrum Condition and strategies to support individuals living with ASC;
- To deliver carer awareness sessions to organisations, stakeholders and statutory services in Derby City to help with the better understanding and identification of unpaid carers.

### Promotional, communication and engagement work -

- To promote both Services through a variety of means, including working with media outlets including, but limited to, newspapers, magazines and radio stations;

- To work with all team members to promote their individual provision elements (such as well-being and training) and to promote their classes, workshops, and events;
- To develop promotional literature and resources for dissemination to stakeholders and out in the community;
- To lead on the development and implementation of a communication plan for each Service;
- To lead on the development and implementation of a stakeholder engagement plan for each Service.

#### De facto deputy -

- To act as the de facto deputy to the Service Manager (who manages both Services) and complete tasks or duties as required;
- To attend meetings on behalf of the Service Manager when required.

#### Professional development -

- To keep up to date with legislation, policies and procedures and undertake appropriate training;
- To prepare for and attend supervision sessions/team meetings/staff meetings/external meetings as appropriate.

#### Administration -

- Use of various IT packages for record keeping and communication and document and promotional literature and resources production;
- Ensure all work conforms to CAMM's systems and procedures;
- Production of monthly and quarterly reports summarising all work conducted and outcomes.

#### Other duties and responsibilities -

- Answer either Service help-line when required in staff absences and support clients;
- Undertake any other duties and tasks as may lie within the scope of this post;
- Demonstrate commitment to the aims and policies of the Carers Service;

- Abide by safeguarding, GDPR, and health and safety guidelines and share responsibility for own safety, that of colleagues and clients.

## **Person Specification**

### **EXPERIENCE**

#### **Essential**

- At least 2 years' experience of stakeholder engagement;
- Experience of attending meetings, contributing to professional discussions and taking detailed notes;
- Experience of joined up working and developing joined up initiatives;
- Experience of developing and implementing communication plans;
- Experience of promotion and producing promotional materials;
- Experience of delivering training sessions or hosting awareness raising sessions.

#### **Desirable**

- Good understanding of relevant legislation pertaining to unpaid carers and individuals living with Autism;
- Experience of working with GP surgeries;
- Experience of delivering drop-ins in community settings;
- Experience of working with media outlets.

### **KNOWLEDGE**

#### **Essential**

- Knowledge of the issues faced by unpaid carers and individuals living with Autism;
- Knowledge of promotional strategies and approaches;
- Knowledge of how to develop communication and stakeholder engagement plans;
- Knowledge of joined up working, co-production, and collaborative working strategies.

## **Desirable**

- Knowledge of how GP surgeries identify subgroups of patients;
- Knowledge of stakeholders within the local authorities of Derby City and Derbyshire County.

## **SKILLS AND ATTRIBUTES**

### **Essential**

- Excellent verbal and written communication skills;
- Confident and able public speaker and trainer;
- Excellent ability to use a variety of IT/digital systems and packages – this is something that must be immediate owing to currently working from home;
- Excellent experience of managing time, against competing priorities and a varied workload with the ability to monitor and maintain completion of assigned tasks in a busy environment;
- Excellent and professional interpersonal skills;
- Excellent ability for producing monthly and quarterly reports tracking work completed.

### **Desirable**

- Demonstrable ability to conduct oneself in a professional manner;
- Demonstrable sensitive listening and empathetic skills to understand the needs of others – for when supporting the help-lines;
- Ability to work in a client-centred manner and remember all actions are for the benefit of the two community groups;
- An understanding of and commitment to client empowerment;
- Demonstrable ability to produce detailed and accurate reports.

## **VALUES AND ATTITUDES**

### **Essential**

- An understanding and commitment to the aims, principles and policies of the Citizens Advice;
- Commitment to Citizens Advice Mid Mercia's Core Values;

- Commitment to team working;
- Commitment to excellent client service.

### **Desirable**

- Commitment to improving the lives of unpaid carers and individuals living with Autism.

### **OTHER**

- Ability and willingness to work within guidelines, protocols and procedures;
- Driving Licence and access to own transport;
- Ability to be flexible and adaptable to meet the needs of the Services;
- Committed team player.

### **Want to chat about this role?**

If you want to chat about the role further, you can contact Tiffany Webster (Service Manager) by calling 07939323192.

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

### **Probation Period**

6 months – with possible extension if performance review is required.

### **Benefits**

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home.

## TO APPLY

**Please visit our website to download an application form** and job guidance notes here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

**Completed application forms** are to be sent as soon as possible to:

[staff@citizensadvicemidmercia.org.uk](mailto:staff@citizensadvicemidmercia.org.uk)