**Manchester City Council**

**Role Profile**

**Engagement Lead (Communities) Grade 8**

**Inclusion & Engagement Team, Public Health Department**

**Reports to: Programme Manager (Community Health Equity Manchester CHEM)**

**Job Family: Corporate Organisational Support**

**Key Role Descriptors**

This role holder will have expertise in working with and have an understanding of inequalities facing marginalised communities in Manchester and be able to support a range of stakeholders to enable the delivery of service and organisational objectives.

The role holder will work in partnership with stakeholders across MCC and health and care organisations in the Manchester locality to support decision making and operational service delivery.

The role holder will research and be the source of intelligence within the specialist area, leading in the development, design, implementation and review of policies, procedures or strategies to ensure continuous improvement.

**Key Role Accountabilities:**

Work collaboratively to provide comprehensive and timely information and advice to stakeholders which meets customer needs,

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Manchester Integrated Care Partnership (MICP) organisations and the Council adopt and maintain best practice in areas of specialism, providing ad hoc advice as required.

Deliver and, where appropriate lead, the implementation of assigned strategy and policy projects, in accordance with agreed time, quality, budget and other project performance criteria.

Oversee the collation of comprehensive management information and reports, ensuring these are produced accurately and consistently.

Develop and manage relationships with NHS, other city council services and relevant partner agencies in order to challenge the way services are delivered and establish options for improving performance to ensure high quality of service delivery and cost effectiveness.

Effectively communicate highly complex and potentially challenging messages both verbally and in writing, ensuring balanced and proportionate responses which protect NHS Greater Manchester (Manchester locality) and the authority’s interests.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The role holder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ response.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio**

Manchester has been at the forefront of championing equality and inclusion for decades; we have had an ongoing commitment to equity and making services, facilities and opportunities fair and inclusive and accessible to our diverse communities. Embedding community and patient engagement and insight into everything that we do is critical to us successfully tackling known health inequalities. The role holder will work collaboratively on engagement and involvement initiatives with key stakeholders across the Manchester locality. They will establish and maintain strong relationships with the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector (particularly grass roots organisations), the public, patients and partners from the statutory sector. This will be to better improve health outcomes in particular for communities that experience and are impacted by racial inequalities (and their intersectional identities) while promoting community empowerment.

The role holder will provide expertise and guidance in relation to patient and community engagement and involvement, supporting the advancement of equity and building allies across the locality, supporting, and influencing lasting change.

Reporting to the Programme Lead for Community Health Equity Manchester (CHEM) with a matrix reporting line to the Strategic Lead; Health Equity and Inclusion, the post holder will play a key role in supporting the overall engagement approach in the Manchester locality. This includes the design and delivery of MICP’s Engagement approach around community involvement and engagement to engender the trust and confidence of the city’s diverse communities. The role holder will also develop engagement plans for specific MICP and Public Health programmes as appropriate.

Supporting the delivery of effective and meaningful NHS England patient and public involvement requirements in the Manchester locality, including through coordination and development of the Patient and Public Advisory Group (PPAG) and support for the continued development of Community Health Equity Manchester, will be key parts of the role. The role holder will work closely with key stakeholders both internally and externally, providing guidance and advice to support Manchester City Council (MCC) and Manchester Integrated Care Partnership’s (MICP) activities to deliver on our ambitions by scaling up and accelerating high impact actions to reduce health inequalities.

The role holder will develop effective working relationships and will use various methods to effectively engage with and involve Manchester’s diverse communities, strengthening relationships to help engender trust between marginalised communities and those experiencing discrimination and disadvantage, and the statutory sector to tackle health inequalities and enable system change.

**Overall purpose of the Role**

The post holder will deliver engagement and involvement programmes focussed on addressing inequalities, in line with equality and human rights legislation and in support of Manchester City Council’s equality objectives. Clear community and patient insight will support improved service design and delivery leading to better outcomes for people who experience health and other inequalities.

The role holder will provide system support to the Programme lead for CHEM and the Strategic Lead; Health Equity and Inclusion to empower communities and patients and to influence system leaders. This will lead to meaningful impact on decision making and addressing inequalities. The role holder will work within the integrated Inclusion & Engagement Team across MCC, MICP and key system partners.

The post holder will also work with the NHS Greater Manchester Integrated Care engagement leads, and any other wider stakeholders as appropriate, sharing expertise as required.

**Role Context**

The role holder will work in an integrated service and will proactively engage with VCSE partners from grass roots communities, community and patient representatives, Integrated Neighbourhood teams and system leaders across health including NHS GM to enable system change.

Working to the Programme lead for CHEM, they will take an evidenced based approach to strengthening existing engagement mechanisms, ensuring that robust structures and processes underpin our work. The role holder will develop new programmes to meet strategic and operational objectives in relation to community involvement and engagement. This will include coordination of funding initiatives to support engagement and insight work to ensure that health, care and wider services are designed to address the needs of our population.

The postholder will contribute to culture change across MCC, MICP and the wider health system.

They will provide reliable information and support to managers and decision makers to enhance approaches to community involvement and engagement.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* **Policy Skills:** Ability to develop and write policy, assessing long and short-term impacts of policy proposals and use evidence to test and challenge assumptions. Ability to use qualitative and quantitative research methods to develop and test an evidence base.
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
* **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required
* **Problem Solving and Decision Making:** Ability to think laterally and take into account the root cause of a problem and the organisation-wide consequence of decisions made. An ability to make independent decisions of a relatively uniform nature.
* **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework
* **Strategic Thinking:** Ability to identify best practice and analyse trends and patterns to develop ideas for the strategy of the service. Understands adjustments to strategy and helps others to adjust plans accordingly.
* **Financial Management:** Ability to plans forecast and monitor expenditure against budget, investigates variances and takes timely action to address significant deviations.
* **Project Management Skills:** Proven experience of successfully managing and delivering a range of projects and support packages within a structured project management structure. Ability to plan, direct and coordinate activities to manage and implement interrelated projects from project initiation through to implementation.

**Technical Requirements (Role Specific)**

* Demonstrable experience of community engagement and involvement, operating within grassroots/non profit sector, local government and/or health organisations.
* Experience of effective relationship management and stakeholder engagement
* Experience of co-designing projects or services with beneficiaries
* Experience of developing credible anti-racist and anti-discriminatory approaches and interventions to support community engagement.
* A strong understanding of the VCFSE sector and in particular of diverse and racially minoritised communities in Manchester
* Experienced in developing and managing effective internal and external partnerships and supporting system change through engagement and involvement.
* An understanding of the inequalities that exist across communities and how to co-produce effective responses to reducing inequity.
* A proven track record in delivering successful projects and events to support systemic and/or organisational change across the equalities agenda.