

Job Description & Person Specification

Job Description

Job title:	Dorset Maternity and Neonatal Voices Partnership Volunteer and Engagement Officer
Reports to:	Evolving Communities Chief Operating Officer – MNVP and Service User Voice
Salary:	£15,900 per year (FTE £26,500)
Hours:	22.5 hours a week, flexible working Mon–Fri. There is some flexibility in when hours can be worked, although we will need to balance accommodating flexibility with the needs of the service.
Location:	Flexible home-based working – travelling across the Dorset community and some attendance at various NHS Sites across Dorset.
Contract:	Fixed term to 31 October 2027 (with potential for extension in line with commissioned contract).
Annual leave:	25 days pa (pro rata) and public holidays.
Pension:	Contributory pension scheme (employer contribution 7% & employee contribution 5%)
DBS:	The successful candidate will need to undergo a Disclosure and Barring check.

About us

Evolving Communities is a Community Interest Company that helps local people and organisations shape the way health and social care services are run in their communities. Evolving Communities provides bespoke consultancy services – specialising in evaluation and public engagement as well as supporting the work of independent health and social care champions Healthwatch Dorset, Healthwatch Wolverhampton and providing the hosting and support arrangement to Maternity and Neonatal Voice Partnerships across Cornwall and the Isles of Scilly, Devon, Somerset and Dorset.

Dorset's Maternity and Neonatal Voices Partnership

Dorset Maternity and Neonatal Voices Partnership (MNVP) aims to provide high-quality services to the public and to our stakeholders, adhering to the principles of best practice, promoting equal opportunities and working positively with all of Dorset's diverse communities. Dorset MNVP is a forward-thinking organisation and the people who work for us must be committed to developing and enhancing the services we provide.

Evolving Communities (EC) hosts Dorset MNVP who are the formal service user voice partner of Dorset Local Maternity & Neonatal System. The organisation works in a strong and effective manner with key senior stakeholders across the system to translate and champion coproduction, critical friendship, and meaningful involvement.

About the role

Dorset MNVP is seeking a passionate and enthusiastic Volunteer and Engagement Officer to join our team to support us with our community engagement work, including recruiting and supporting volunteers and helping with social media. You will work on engagement projects in the community, with charities and with volunteers to gather feedback, information and understand barriers to access. You will also work closely with the Dorset MNVP Leads to discuss the feedback and progress on the engagement work and support them to share this at system meetings.

You may have lived experience of using maternity and neonatal services, although this is not essential. You will need to be friendly and approachable, with the ability to engage with and listen to a diverse range of people. You will need to work in close partnership with the team to support work plans, especially around equity, equality, diversity and inclusion.

Engagement: You will support the Dorset MNVP Leads in delivering engagement strategies and techniques to reach diverse communities. A range of methods will be used to encourage and develop involvement and participation in the monitoring, evaluation, and improvement of maternity and neonatal care and services.

Volunteering: You will support the Dorset MNVP Leads in the development of our volunteering programme so that a wide range of people are able to be meaningfully involved in various MNVP activities including, 15 steps quality review, public document reviews, and general community engagement.

Team working and line management: You will work as part of a small team which is supported centrally by Evolving Communities, so you will need to be flexible and adaptable

to deliver our business. You will be line managed by the Chief Operating Officer MNVP & Service User Voice.

Main responsibilities of the role include:

- Lead Dorset MNVP's work to engage, consult and involve individuals and groups from all sections of the community, including underserved and seldom heard people
- Recruit, support and manage and help train a team of MNVP volunteers to enable them to carry out MNVP related activities, including the management of relevant paperwork, policies and procedures in line with regulations and good practice
- Work closely with the MNVP Leads and volunteers to organise a varied programme of engagement opportunities across Dorset
- Identify community issues, needs and areas of concern through engagement activity
- Arrange outreach and community development activity to facilitate Dorset MNVP's engagement strategy/plan (including, for example, focus groups, discussion groups, drop ins, forums, panels, and seminars)
- With the support of the Evolving Communities research and engagement team gather, store and analysis feedback, intelligence and data from engagement with local people
- With the support of the MNVP Leads, help to raise awareness of Dorset MNVP, promoting its work and engagement opportunities in varied and creative ways
- Contribute to Dorset MNVP social media, webpage, newsletters, WhatsApp group, provide information and advice to the public.
- Prepare reports for engagement projects and activities, prepare reports of findings to feedback to MNVP
- To contribute to Dorset MNVP in using the findings of our engagement to influence the design and development of maternity and neonatal care and services in Dorset
- Deliver development, support and celebration events for volunteers
- To develop and maintain valuable stakeholder relationships

- Be confident in delivering presentations to a wide range of groups and stakeholders
- Maintain, carry and erect equipment for engagement events as required (e.g. gazebos, tables, chairs, display banners, leaflets, booklets etc.)
- Utilise our volunteer network to consult and collect evidence on people's experiences of maternity and neonatal care services

Standard responsibilities for all staff

- To be an ambassador for Dorset MNVP and Evolving Communities, promoting, embodying, and upholding our values with all stakeholders.
- Promote and raise awareness of Dorset MNVP and Evolving Communities and keep up to date with maternity and neonatal developments.
- Work closely with the Dorset MNVP Lead and all other members of staff/volunteers to share good practice and learning.
- Undertake any reasonable tasks, responsibilities and activities as requested by the Dorset MNVP Leads and Evolving Communities COO – MNVP and Service User Voice in order to ensure the smooth running of the organisation.
- Act always within the rules, policies and procedures of Dorset MNVP and Evolving Communities.
- Ensure that all activities are carried out with due regard to the diversity within Somerset and within an Equal Opportunities Framework

Person Specification

Criteria	Essential	Desirable
Experience	• Demonstrable experience of engagement with individuals and/or with communities • Experience of working with volunteers and evidence of supporting their needs • Experience of organising and supporting events	• Experience of project work • Experience of data collection and analysis • Experience of giving presentations

	• Experience of providing a customer-focused service in any other setting • Experience of providing administrative support	and/or speaking in groups settings • Experience of working with volunteers and evidence of supporting their needs
Knowledge	• General awareness of the work of Dorset MNVP • General awareness of volunteer regulations and policies • An understanding of diversity and equal opportunity issues as they relate to accessing health and social care services • Understanding and education around bias, racism, cultural awareness, barriers and systemic issues marginalised people experience • Understanding of data protection requirements and confidentiality • Knowledge of different engagement techniques and methods	• Understanding of current maternity and neonatal issues both locally and nationally • Knowledge of local Perinatal care organisations • Knowledge of local perinatal/parent support groups and community organisations • Knowledge of local groups working with diverse communities, religions, underserved people • Understanding of Adult and Children's Safeguarding
Skills	• Full computer literacy (including Microsoft Office) • Proven organisational skills • Excellent interpersonal skills and ability to relate well to people from diverse backgrounds • Good communication skills, written and verbal	• Experience of using simple website content management software and social media
Personal attributes	• A people centred person willing to listen to and accept other's experiences	

	• Enthusiastic and committed to work • Proven ability to work on own initiative, plan own work programme and meet deadlines • Ability to work as part of a team. • Willingness to take on different tasks as the role develops to meet the needs of the organisation	
Availability	• Willingness to undertake travel within Dorset as well as to other locations for training and development opportunities	