

Job Description: Community Project Lead (Hear Here)

Salary Range	£33,210 - £36,080 (depending on experience)
Grade	5
Team	Mission Enabler Team
Line Manager	Mission Enabler for Communities
Line Reports	NA
Contract Duration	Permanent /Fixed Term
Contract Type	Part-time (0.5 FTE)
DBS Check Requirement	N/A

Background

Hear Here is a parish-based community project, assisting those who wear an NHS issued hearing aid with any technical issues they are experiencing in our clinics. Trained Hearing Champions run these clinics and can clean, replace tubing and batteries, offer advice and signpost.

The project is a collaboration with the Diocese, Parishes, NHS Audiology Departments and Sight for Surrey and has a significant volunteer workforce, spread across many parishes. The clinics work to reduce social isolation through maintenance of hearing devices, conversation, and friendship.

Hear Here is the part of the “Growing Communities” stream of the diocesan strategy.

Job Purpose

The post holder is responsible for leadership, day to day management and governance of Hear Here across the diocese.

Our volunteers are an amazing resource to Hear Here and the postholder works closely with them, providing both support and challenge to ensure our clinics run to the required standards, safely and consistently.

To secure the future of HH and the outreach opportunities it affords, the role needs to maintain excellent working relationships with NHS trusts, Sight for Surrey, and Parishes, and proactively seek new funding streams.

Relationships:

Internal

- ME team
- PCT team
- Finance
- Volunteers

External

- Sight for Surrey
- NHS Foundation Trusts

Parish-facing:

- Incumbents and church leadership teams across the Diocese of Guildford, and beyond

- Hearing Champions
- Parish teams and their staff and volunteers

Responsibilities

Leadership and project administration

- To participate in and support the Parish Needs Process through provision of accurate clinic information to Mission Team
- To further the Growing Communities agenda by ensuring clinics are considered an essential part of parish outreach/mission.
- Oversee collection and analysis of activity data to enable accurate and timely reporting.
- Oversee and improve the supplies processes.
- Support new clients to access clinics:
 - Telephone and email enquiries.
 - Keep the online Directory up to date.
 - Explore and exploit new ways to promote our clinics to clients.
- Consistently seek to improve systems and processes.

Volunteer support and training.

- Ensure correct and appropriate governance is in place for every clinic.
- Monitor clinics for assurance of good practice.
- Support volunteers and parishes to plant new clinics.
- Help parishes to use their clinics as a missional activity, through awareness and training.
- Design and delivery of a suite of training; continued delivery of training in partnership with NHS trusts and development of complementary missional training.
- Coach and support volunteer champions as identified.

Expansion

- Raise profile of Hear Here within the Diocese to increase the number of clinics offered, promoting clinics as a significant missional opportunity
- Support clinics to outreach into their communities, where appropriate.
- Become an advocate for increasing access to parish life.

Fundraising & Partnership Management

- Support the Mission Enabler (Communities) source and secure ongoing funding for the Hear Here project.
- Report to donors as and when required by them.
- Support parishes to source appropriate funding streams to set up and run their clinics.
- Work closely with NHS trusts to deliver up to date and localised training and support to clinics.
- Liaise with Sight for Surrey
- Build new relationships with other community and health organisations to promote the clinics.
- Seek new relationships with similar projects to share learning.
- Liaison with PCCs and Incumbents as necessary with respect to the smooth running Hear Here clinics.

General

- To carry out duties in line with DBF's policies and procedures, including safeguarding, data protection, health and safety and equal opportunities.

This job description is issued as a guideline to assist you in your duties, it is not exclusive or exhaustive. Due to the evolving nature and changing demands of our service to the diocese this job description may be regularly reviewed to ensure it is an accurate representation of your post. You may, on occasions, be required to undertake additional or other duties as may reasonably be expected within the scope and grading of the post and according to the needs of the Organisation.

Person Specification: Community Project Lead (Hear Here)

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to A level standard. Evidence of continuing learning and development, whether through formal course participation or self-directed learning 	<ul style="list-style-type: none"> Any professional or educational qualification relevant to the role
Experience	<ul style="list-style-type: none"> Proficient in MS suite, including Teams and Excel Developing and managing volunteer teams Leading and facilitating workshops, large and small group sessions. Using social media as an advertising tool Leading and coordinating teams of volunteers. Fundraising 	<ul style="list-style-type: none"> Experience with Power Automate and Forms A working knowledge of Safeguarding procedures Experience of working in the health or social care sector Working in audiology or experience with hearing impairment.
Skills & Knowledge	<ul style="list-style-type: none"> An understanding of the Christian mandate to social justice and responsibility. A familiarity with the Church of England, its organisation and governance structures Ability to build and sustain strong working relationships with teams and individuals from a diverse range of backgrounds and traditions. Strong planning, organisational and administrative skills Ability to handle a diverse workload, adhering to agreed timelines. Strong facilitation and training skills. Excellent communication skills, both verbal and written An aptitude for establishing credibility and respect. An ability to listen well and respond appropriately, strong emotional intelligence. An approach to work characterised by commitment, passion, and energy. Highly collaborative, energised about sponsoring and supporting church ministry and growth 	

Personal

- Fully supportive of the aims and mission of the Church of England
 - A commitment to the Growing Communities agenda (part of the strategy of the Diocese of Guildford) with community outreach as a missional tool for parishes
 - A high level of integrity and discretion, and ability to handle confidential information with diplomacy and sensitivity.
 - A warm and open demeanour, always presenting a professional and positive image.
 - Highly self-motivated
 - A willingness to work flexibly, including at weekends, where required to facilitate training days.
 - An ability to travel around the diocese, with a full driving licence
- A practising Christian