



*Being there for you
and your family*

JOB DESCRIPTION

JOB TITLE: Community Engagement Co-Ordinator

BASE: LOROS Hospice

RESPONSIBLE TO: Community Engagement Lead

HOURS OF WORK: 37.5 hours per week worked flexibly

JOB SUMMARY:

As Community Engagement-Co-ordinator you will play a crucial role in generating funds from across Leicester, Leicestershire and Rutland. You will work as part of the Community Engagement Team helping to give LOROS supporters a unique and fantastic experience when fundraising with/for us.

You will pro-actively build and nurture meaningful relationships and create engaging methods to demonstrate to our community fundraisers the impact of their valuable support. You will provide motivation and tailored stewardship while offering professional guidance on fundraising, event planning and logistics, charity legislation and 'best practice' in order to maintain LOROS' excellent reputation within our Community and ensure that LOROS is a charity that our community fundraisers want to support time and time again.

SPECIFIC DUTIES & RESPONSIBILITIES:

Be the main contact for individuals in our community who are undertaking fundraising activity across Leicester, Leicestershire and Rutland.

To provide an excellent supporter journey experience for individual fundraisers, developing and maintaining relationships with maximum benefit to LOROS and to grow our supporter base.

Deliver personalised communications to supporters, tailoring each approach and thanking in the most appropriate manor, inspiring our fundraisers to continue supporting LOROS.

Work as part of the wider team to help grow our supporter base through the development and implementation of new and existing community campaigns and initiatives.

Pro-actively seek out opportunities and secure LOROS as the beneficiary for local fundraisers, building a pool of new 'in-aid of' supporters within our local community, whilst always ensuring LOROS and its services are effectively promoted.

Arrange and deliver talks and presentations where possible to encourage support to LOROS, whilst representing the charity confidently.

Support in the identification and development of new strong and compelling fundraising initiatives and campaigns to further fundraising reach across the region.

Manage workloads efficiently and effectively in order to provide the appropriate amount of time to support our fundraisers.

Engage, inspire and encourage repeat involvement from our individual supporters by providing excellent stewardship, on-going support and motivation to a network of fundraisers.

Recruit, manage and develop excellent working relationships with teams of volunteers before and during key fundraising projects. Ensuring they are briefed, safe and well stewarded.

Arrange and deliver hospice tours and external talks to encourage support and adoption of LOROS as a chosen charity.

Planning, Reporting and Communication

Support Community Fundraisers with project delivery schedules, risk assessments, promotional plans and post activity analysis.

Monitor and evaluate community events and activities to ensure our limited resources are used to the best effect.

Maintain high standards of data capture by ensuring data entered on CRM systems are accurate and timely, in accordance with the team's requirements so that the database is correct and up to date and supporter communications are sent on time and adhering to GDPR legislation.

Assist the Community Engagement Lead with accurate recording of income, tracking supporter's individual donation platforms and their fundraising targets accordingly, providing timely updates on progress against plans.

Collaboration and Wider Organisation

Be jointly responsible for the achievement of set fundraising targets for the Community Engagement Team, the wider Fundraising department and the Income Generation directorate.

To proactively support the wider team with managing cover, including the office and Fundraising Inboxes; in order to help provide the highest levels of service to our supporters in the face of organisational challenges and fluctuating workloads.

Work with the Marketing & Comms team to use local media, the charity website and social media to promote community events and acknowledge specific fundraising achievements.

Build relationships across LOROS' income generation directorate and Enterprise divisions, supporting their initiatives and attending frequent meetings to ensure effective collaboration.

Work with LOROS' clinical services, hospice staff and volunteers to increase awareness of and support for LOROS' fundraising and legacy activities.

Share best practice, ideas, learning's and successes within the team

Promote and sustain an EDI-led approach to fundraising; in order to work compassionately and collaboratively with all areas of the community within Leicester, Leicestershire and Rutland.

Work alongside the Volunteering team and Community Engagement team to effectively utilise LOROS ambassadors and volunteers at fundraising events (fundraising days, event stalls, cheque presentations, fundraising collections etc) across Leicester, Leicestershire and Rutland; and attend personally if this is not possible. This will involve evening and weekend working where necessary.

Support with and help implement activities and processes associated to the overall strategy

Other Duties & Responsibilities

Provide assistance to the Community Engagement Lead and other members of the Community Engagement team where appropriate.

Manage workload efficiently and effectively utilising LOROS' flexible working policy in order to keep TOIL to a minimum and ensure a good work/life balance.

Take responsibility for cash management at relevant fundraising activity, and ensuring flawless treatment of supporter funds.

Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to LOROS' policies on safeguarding.

Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute.

Participate in general office/team management as required; including arranging meetings and take minutes, checking and actioning the Fundraising email inbox, answering telephone calls, handling general fundraising enquiries and correspondence for the department, and attending the main hospice reception or onto the ward and deal with donations.

Provide event support and help at LOROS events. This will require working outside of contracted hours.

Maintain a focus on continual improvement both individually and across the team; by identifying, undertaking and feeding back learning opportunities as they arise.

GENERAL:

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

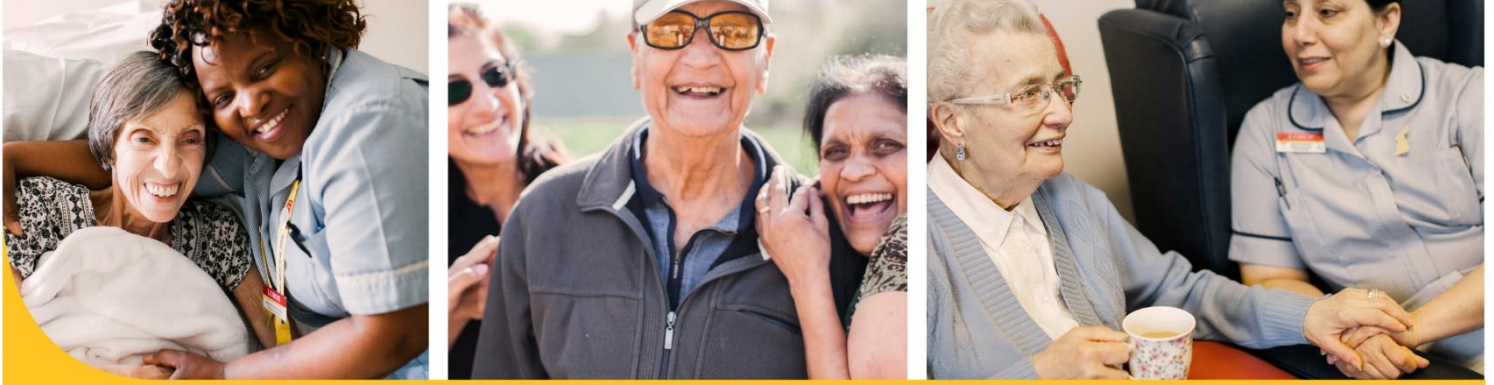
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed..... Date.....
Postholder

Signed..... Date

Line Manager



Our vision and mission

Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

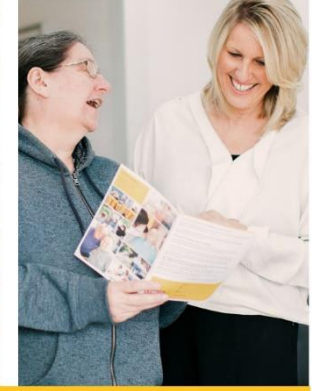
loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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LOROS

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Being there for you
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>2,500

No. of individuals receiving patient care from LOROS per year



Of whom **665**

admitted to Inpatient Ward



31

beds in Inpatient Ward



343

employees

1,500

regular volunteers



Average length of stay

14 days



£560

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.

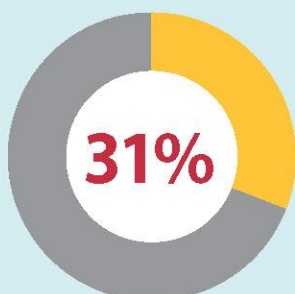
Cost per hour of running the charity

£8.2M

Expenditure on patient care per year

£6.0M

Minimum amount of income to be raised per year
Excludes the activity of LOROS Education, which is a self-funding service.



31%

Portion of expenditure covered by NHS



90%

Portion of charity costs directed to care services

2,165

participants in LOROS educational activities per year



24,950

LOROS Lottery numbers



29

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

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