

Job Description: Community Lead (Hear Here Project)

Salary Range	£33,210 - £36,080 (depending on experience) pro-rata
Grade	5
Team	Mission Enabler Team
Line Manager	Mission Enabler for Communities
Line Reports	NA
Contract Duration	Permanent /Fixed Term
Contract Type	Part-time (0.4 FTE)
DBS Check Requirement	N/A

Job Overview

The role involves providing leadership, day-to-day management, and governance for the Hear Here project across the Diocese of Guildford.

Key Responsibilities

- **Leadership & Management:** Lead and oversee the daily operations and governance of the Hear Here project, ensuring smooth and effective clinic operations across the diocese.
- **Volunteer Coordination:** Collaborate closely with volunteers, offering both support and constructive feedback to ensure clinics operate safely and consistently.
- **Partnerships & Funding:** Cultivate strong relationships with NHS trusts, Sight for Surrey, and local parishes while proactively seeking new funding opportunities to ensure the project's sustainability.

Background

Hear Here is a community-focused initiative designed to support individuals with hearing loss, particularly those who find maintenance of hearing aids challenging. By providing maintenance services for hearing devices and fostering social connections, the project helps break the cycle of isolation often experienced by those with hearing loss. The project, powered by volunteers, operates in parish churches and other community spaces, forming a key part of the diocese's "Growing Communities" strategy.

Key Relationships:

- **Internal:** Mission Enabler Team, Parish Coordination Team, Finance, Volunteers.
- **External:** Sight for Surrey, NHS Foundation Trusts, Parish Clergy, Church Leadership Teams, Hearing Champions, and other Volunteers

Core Responsibilities

1. Project Oversight:

- Provide overall leadership and manage the daily activities of Hear Here.
- Promote the project across the diocese, ensuring it is recognised as a vital part of parish outreach and mission.

2. Data & Operations Management:

- Collect and analyse data from clinics for accurate and timely reporting.
- Streamline and enhance supply chain processes.

3. Client Engagement:

- Respond to telephone and email inquiries, assist new clients in accessing clinics, and keep the online directory current.
- Identify and implement new strategies for promoting clinics.

4. Funding Development:

- Identify, pursue, and secure ongoing funding to sustain and expand the project.

5. Volunteer Training & Support:

- Ensure all clinics meet appropriate governance standards.
- Monitor clinic practices to ensure quality and safety.
- Assist volunteers and parishes in establishing new clinics.
- Develop and deliver training programs in collaboration with NHS trusts and create additional mission-focused training for volunteers.

6. Project Expansion:

- Increase the visibility of Hear Here within the Diocese to expand the number of clinics and enhance their role in community outreach.
- Advocate for greater access to parish life through clinic outreach initiatives.

7. Partnership & Relationship Building:

- Work with NHS trusts to provide up-to-date training and support.
- Collaborate with Sight for Surrey and explore new partnerships with community and health organisations to promote clinic services.
- Engage with similar projects to share insights and best practices.
- Communicate with PCCs and incumbents as needed.

8. Compliance & General Duties:

- Adhere to DBF's policies, including safeguarding, data protection, health and safety, and equal opportunities.

This role demands a strategic leader with strong organizational, communication, and relationship-building skills, dedicated to reducing social isolation for those with hearing loss.

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 Lead (Hear Here Project)

	Essential	Desirable
Qualifications & Skills	<ul style="list-style-type: none"> • Relevant Credentials: Holds professional or educational qualifications relevant to the role. • Microsoft Office Proficiency: Skilled in the use of Microsoft Office Suite, including Teams and Excel. • Social Media Savvy: Competent in using social media for advertising and engagement. • Effective Communication: Strong verbal and written communication skills. 	<ul style="list-style-type: none"> • Automation Experience: Familiarity with tools like Power Automate and Forms • Ongoing Development: Demonstrated commitment to continuous learning through formal courses or self-directed study.
Experience	<ul style="list-style-type: none"> • Volunteer Leadership: Proven ability to develop, manage, and lead teams of volunteers. • Team Coordination: Experience in coordinating and training volunteer teams. • Fundraising Expertise: Demonstrated success in fundraising initiatives. • Safeguarding Knowledge: A solid understanding of safeguarding procedures. 	<ul style="list-style-type: none"> • Workshop Facilitation: Expertise in leading workshops and group sessions of various sizes. • Charity Management: Experience in managing or overseeing a charity as an employee or trustee. • Sector Experience: Background in the health or social care sector
Knowledge & Understanding	<ul style="list-style-type: none"> • Christian Values: Understanding of the Christian mandate for social justice and responsibility. • Respect for Traditions: Ability to work within and respect the various traditions of the Church of England. 	<ul style="list-style-type: none"> • Church of England Familiarity: Knowledge of the Church of England's structure, organisation, and governance.
Personal Attributes	<ul style="list-style-type: none"> • Interpersonal Skills: Capable of building and maintaining strong working relationships with diverse groups. • Adaptability: Open to difference perspectives within the Church of England's traditions. • Organisational Strength: Excellent planning, organisation, and administrative skills, with the ability to manage a diverse workload and meet deadlines. 	

	<ul style="list-style-type: none"> • Emotional Intelligence: Strong listening skills and the ability to respond with empathy and insight. • Energy and Passion: A committed, passionate, and energetic approach to work • Collaborative Spirit: Highly collaborative, with a focus on supporting church ministry and growth. 	
Commitment to Values	<ul style="list-style-type: none"> • Mission Alignment: Strong commitment to the mission and aims of the Diocese of Guildford. • Integrity and Discretion: High Standards of integrity and the ability to handle confidential information with care. 	
Practical Requirements	<ul style="list-style-type: none"> • Flexible working: Willingness to work flexible hours, and in various environments such as an open-plan office or remotely. • Travel Capability: Ability to travel within the diocese, with a full, clean driving licence. 	