

Community Engagement Officer (Hub pilot)

Location: Home based – within the southwest area, close to Bristol

Hours: 21 hours p/w, FTC for 12 months

Salary: £31,500 FTE (£18,900 pro-rata – 21hrs/wk).

Closing Date: Noon, 19 February 2025

About Dogs for Good

Inspired by the way her own dogs instinctively wanted to help, our founder, Frances Hay set up the charity in 1986. France's vision was to help disabled people by training assistance dogs to make daily life easier. In 2015 we changed our name from Dogs for the Disabled to Dogs for Good to reflect the wider community that we support.

Our groundbreaking work has shown us how dogs and the bond we share with them can lead to happier, healthier lives. Our work is bringing the best out of a person and dog relationship and we achieve this in many ways- some of these are:

- matching people with our highly skilled assistance dogs
- helping families make the most of the relationship with their own dog
- providing community-based support for groups of people who can benefit from a connection with our dogs
- working with research partners to advance our work and advocate for the wellbeing and inclusion of people and dogs who support them



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About Our Workplace

Dogs for Good is dedicated to advancing the boundless possibilities of what a connection between people and dogs can enable – in making everyday life fuller, healthier and happier for everyone involved. We want to support more people to benefit from these connections and we have an exciting new strategy to expand our reach and impact. As Dogs for Good moves towards establishing a community-led way of working by 2028, planning for the growth of our existing network of community-based services and volunteers is part of our new Hub Development programme.

We want our Service Delivery Hubs to be a place and space that:

- Nurtures a person-centred Dogs for Good community and enables multi-service design and delivery in a locality that is informed by the needs within the community
- Provide a focus for awareness raising, attract local funding and create partnerships with organisations that support and advocate for our core audience groups
- Provide a friendly and supportive Dogs for Good go-to contact, space and voice in a locality for anyone who's part of the Dogs for Good family already or could benefit from our support and services.

We're looking for a team member to help drive our Service Delivery Hub pilot project in the southwest area, close to Bristol, during 2025.

Are you someone who enjoys a role that's all about:

- making impactful connections and partnerships with people and organisations
- creating and nurturing a welcoming and supportive community for everyone connected to Dogs for Good in that locality – our staff, our



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dogs, our volunteers and the people we support (potential, new and existing)

- being part of a pilot project team; objectively testing what works and what doesn't, providing feedback and evidence on the best structures, tools and processes we want to keep and repeat
- Getting stuck in and hands on – and equally enjoys looking at 'the big picture' and helping shape future organisational plans

Community Engagement Officer (Service Delivery Hub pilot)

This fixed term role is all about supporting the design, plan and test of our Service Delivery Hub pilot project, working closely with the Head of Hub Development and the wider Dogs for Good team. Building on experience from our other project work, this role will:

- **Raise Awareness:** Lead initiatives to promote our work, building and developing relationships with organisations that support or connect with our key audience groups
- **Community Engagement:** Be a key contact for our local Dogs for Good community, including those we support, our volunteers, and potential beneficiaries. Nurture and grow our community and help manage enquiries, provide guidance, and track interest to anticipate future needs
- **Volunteer Management:** Actively recruit, support, and manage volunteers, leveraging best practices we've piloted
- **Fundraising:** Seek and prepare responses to local funding opportunities and collaborate with central teams to support existing projects and develop new community fundraising initiatives
- **Service Integration:** Work with the Dogs for Good team to integrate our services within the Hub for maximum impact, ensuring we have the necessary processes, tools, and materials



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- **Evaluation and Reporting:** Engage in evaluation and reporting to assess the pilot's impact, providing objective feedback and ideas for improvement. Ensure data collection aligns with our Data Protection policy and partner agreements
- **Service Support:** Assist our service delivery team, for example by finding and coordinating suitable venues for safe and effective service delivery
- **Safeguarding:** Monitor and take appropriate steps to safeguard clients, including vulnerable children and adults, in line with our Safeguarding Policy
- **Additional Tasks:** Perform any other tasks as agreed with your line manager

This role is very much helping to shape and trial our pilot project, so elements of the role and specific tasks will develop as the project progresses – the areas above are the main areas of focus.

Skills and Experience

We are looking for someone with the following key skills and experience:

- **Community Engagement:** Building connections with local public, voluntary, and community sector organisations, especially in Bristol
- **Volunteer Management:** Recruiting, training, developing, and managing volunteers
- **Project Assessment:** Objectively assessing and reporting on project progress, issues, and risks
- **Communication:** Excellent skills in communicating with clients, families, professional service providers, and the public
- **Welcoming Environment:** Creating a warm and inclusive community
- **Client Support:** Experience in supporting a diverse range of clients, with a focus on listening to their needs
- **Health and Social Care Knowledge:** Understanding the support landscape, particularly in Bristol



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- **Project Adaptability:** Comfortable handling change, reporting progress, and adapting as new information arises
- **Organisational Skills:** Highly organised, experienced in data collection and input, using data to inform decisions
- **Time Management:** Ability to manage and prioritise workload to meet deadlines
- **Innovation:** Open to new ideas and confident in suggesting improvements to colleagues
- **Teamwork:** Self-motivated and effective in a dynamic team with diverse skills and experience
- **IT Proficiency:** Skilled in using technology to support service delivery and ensure easy access to data and records

Other knowledge and experience that would be beneficial in this role includes:

- Understanding of the services of Dogs for Good.
- Occupational Therapy related skills and experience.

Person profile

for a person who can demonstrate the following qualities:

- Commitment to a person-centred approach
- Proactive, positive and flexible approach
- Outcomes-oriented; a 'can-do' person
- Self-motivated and organised
- Creative approach and problem-solver
- Inclusive style, willing to share and learn
- Operates to professional and high standards
- Acts as an Ambassador for Dogs for Good
- Creativity in problem-solving, ability to 'think outside the box' and responding appropriately to new ideas and unexpected situations.



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Other Requirements

- The ability to drive is part of the job, so a full driving licence is preferred, but where applicable, we will work with the chosen candidate to find alternative solutions where reasonable adjustments can achieve the desired outcome.
- As you will be working with vulnerable people, you will be required to undergo a DBS check.
- You are expected to have a good understanding of safeguarding issues and how they should be applied to the work of the charity and its partner organisations.
- Flexible working hours will be required in some instances to facilitate the effective delivery of the hub pilot.

Apply now

If you would like to find out more about the role, please contact Jude Palmer, our Head of Hub Development, at jude.palmer@dogsforgood.org

To apply for this position please email your application form and equal opportunities monitoring form to:

[**sarah.knight@dogsforgood.org**](mailto:sarah.knight@dogsforgood.org)

Closing date: Noon on Wednesday 19 February 2025

1st interview: Tuesday 11 March, Little Stoke, Bristol

2nd interview: w/c 17 March at Dogs for Good, near Banbury



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