

The Role

As a trusted partner HEY Smile Foundation works in collaboration with a range of stakeholders to create a positive and sustainable change within communities. This exciting new role will enhance the voice of the voluntary sector, a key role within the Smile Team. Reporting to the VCS Locality Programme Manager, this role will support the strategic direction and delivery of a new programme across the East Riding and will be part of a wider team of other Locality Community Coordinators and Admin Assistant. You will work alongside VCSE partners across the East Riding to help build capacity and sustainability across the sector, while supporting the wider Health Systems to achieve their objectives.

Our Values and Behaviours:

<i>Impact-driven</i>	We focus on achieving meaningful and sustainable outcomes, prioritising our work to ensure tangible and positive impact on the communities we support.
<i>Collaborative</i>	We promote diverse partnerships with organisations, stakeholders, and community groups, using innovative and generous means to share and maximise resources, knowledge, and expertise for a wide-reaching impact.
<i>Generous</i>	We support colleagues, partners, and communities to become confident, professional, and self-sufficient. Providing them with the time, care, education, and opportunities they need to thrive.
<i>Integrity</i>	Honesty, transparency, accountability, and kindness. Integrity is the golden thread that runs through everything Smile does every day.

Our values are particularly important to us. They form a fundamental part of monitoring, assessing, and appraising what we do as staff individuals and as a charity.

Role Profile

- 1. Job title:** VCS - Local Community Coordinator x 3
- Base/Location:** Place Based – either North, East or West of the East Riding
- Reports to:** VCS – Locality Programme Manager
- Salary scale:** £25,000 - £27,000
- Working Hours:** 37.5 hours per week
- Contract Duration:** Fixed term for three years and potential for extension subject to funding
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2. Purpose:

The Local Community Coordinator will deliver the day-to-day activities of a new programme, working across the East Riding at the place level to develop the VCS sector further to increase capacity and to ease health and social care system challenges and pressures. This role will be vital to supporting the development and contribution to the local Multi-Disciplinary Teams (MDT) and Integrated Neighbourhood Teams (INT) working with local VCSE organisations to be part of practical solutions which support and connect existing resources and assets.

This role would specifically identify and support organisations whose work contributes to tackling health inequalities and continues to elevate health and care pressures.

3. Joint responsibilities:

- Uphold and invest in HEY Smile Foundation and it's Vision, Mission, and Values.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination) through the HEY Smile Foundations work.
- Listen to community needs, and work within a team to create co-developed solutions, ensuring education, development and investment is carried out in partnership with communities.
- Be responsive and adaptable in your working, continually developing your skills to meet the needs of our evolving communities.
- Continue to help position Smile as the 'go to' charity in Hull and East Yorkshire.
- Support the continued development of our online platform Beecan as a shining light for trusted information, and access to resources.
- Develop case studies and impact reports, to ensure we are communicating our value to the VCSE groups across the East Riding.

- Ensure all policies and procedures are understood and adhered to.
- Support a positive working environment, be visible, energetic, and participative, encouraging cross team working and initiatives.
- Maintain an up-to-date knowledge of national best practice, policy, and guidance for the VCSE.
- Represent HEY Smile at strategic meetings across the region and, at times, nationally.
- Undertake all other reasonable requests made via the CEO and Heads of Department.

4. Key role responsibilities

- A community-based resource, you will act as the “glue” for a dedicated area, linking the statutory and voluntary bodies together by knowing what is going on locally and being a single point of contact with for the VCS sector.
- As a Locality Community coordinator, you will be the lead for Intelligence gathering and impact reporting ensuring systems are updated.
- This role is operational and requires a “boots on the ground” approach. You will play a major part in getting the systems, service providers and VCS groups to speak to each other to achieve the required outcomes.
- A key part of this role is to gather and interpret data to reach evidence-based solutions with partners and stakeholders.
- Identify what resources and assets each area has, highlighting any areas of duplication and offering localised solutions to the issues which matter most to communities.
- Explore how best to streamline services by brokering more collaboration opportunities and working alongside local commissioners.
- Ensure best value for money is achieved and funding is maximised by using social value engine and producing monthly reports.
- Bridge the gap between local systems including East Riding Yorkshire Council (ERYC) Primary Care Networks (PCNs) and the Integrated Care Board (ICB) with the local VCSE organisations, supporting issues such as data sharing, quality, governance, and data capture.
- Support the insight and mapping work for the VCSE sector, with a strong understanding of the local area and community needs through data gathered at the source.
- Support Smile in being creative in their approach and help showcase the good work of the voluntary sector so that partners want to support more grassroots initiatives and encourage them to think about commissioning differently. Part of this project would be for these roles to work with commissioners to ensure sustainability and longer-term funding opportunities.

Decisions that the job holder typically makes may cover the following areas:

- (Resource management) How to maximise resources efficiently
 - (Development of skills) Training requirements for communities to which you are engaged
 - (Finance) Development of budget requests to Head of Department to fulfil desired outcomes
 - (Time management) Prioritisation of your own time to meet outcomes
 - Escalation of work to Heads of Department
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5. Outcomes based

The role of VCS Local Community Coordinator is outcomes focused. You will be asked to attend meetings weekly with your line manager and colleagues, setting agreed outcomes for the period and report against agreed KPI's. Impact and monitoring will be a key part of this role, meaning good administration and organisation skills, data analysis experience and the ability to present information concisely is vital.

This project, over the three years, would work towards the following outcomes;

- Continued mapping of the VCSE sector to allow quicker resource enablement.
- Allowing for data to flow through the system to support patients by sharing VCS data with partners to allow for more support choices.
- Have local organisations ready to support with new challenges by ensuring they meet a commission threshold and tackle delays in being able to roll our support.
- Developing shared knowledge and resources to allow the VCSE sector to cope with demand and prepare the region with known pressures.
- Explore sector-wide funding opportunities for core funding, which stabilises community assets through demonstrating value for money.
- Collaborate and work with the vast number of voluntary, housing, and independent provider sectors in East Riding to increase capacity.
- Investment in a range of preventative measures, community health, and reducing duplication through having dedicated resources on the ground and exploring those who could do more.
- Supporting unpaid carers and increasing volunteering opportunities using our volunteer networks and focusing on specific

6. Knowledge, skills and experience required by the job holder:

At Smile you will be seen as a leader in the VCSE sector, delivering capacity and capability support. You will form part of a team of experts who share their skills and expertise, alongside our partners across the private, public, and voluntary sector, maximising resources for our inspiring communities.

Essential	Assessment
Highly numerate with highly developed analytical skills to present complex and/or sensitive information clearly	Cover letter/CV and interview
Experience of bringing people together	Cover letter/CV and interview
A strong communicator with ability to present information in person and online to a variety of stakeholders	Cover letter/CV and interview
Ability to write concise reports, case studies and blogs that can be shared across social media channels and news platforms	Cover letter/CV and interview
A good understanding of the VCSE sector	Cover letter/CV and interview
An understanding of population health and the social determinants of health	Cover letter/CV and interview
A good understanding of data security and confidentiality issues	Cover letter/CV and interview
Able to prioritise your work	Cover letter/CV and interview
Hold a valid and clean UK driving license and have access to a vehicle	Pre employment check
Proficient in the use of Microsoft Office products including Excel and PowerPoint. Experience of working with large complex datasets	Cover letter/CV and interview
Desirable	Assessment
Experience of working in Health, social care or VCSE sector	Cover letter/CV and interview
Experience in the use of Microsoft Office products such as Power BI	Cover letter/CV and interview
Experience in working across multiple teams and systems	Cover letter/CV and interview