

Community and Carer Engagement Officer

Location - Birmingham and the West Midlands (community-based with regular travel across localities, community venues, stakeholder meetings, networking events, outreach locations, and occasional home visits)

Hours - 37.5 hours per week with flexibility required. Occasional evening and weekend working may be required to meet service needs.

Salary - £26,325.00 per annum

Contract - Fixed term until 31st March 2027

Be a Visible Ambassador for Your Community

Age Connects West Midlands is looking for a confident, proactive, and community-focused individual to help strengthen our presence across Birmingham and the wider West Midlands. As a Community and Carer Engagement Officer, you will play a key role in raising awareness of our services, building partnerships, and ensuring local communities know where to access support. While unpaid carers remain an important focus, this role is primarily about representing the charity, developing community connections, and helping us grow our impact.

About the Role

You will work across diverse communities, collaborating with voluntary organisations, healthcare providers, local authorities, businesses, funders, and community leaders.

This role is about:

- Increasing the visibility and reputation of Age Connects West Midlands
- Building strong partnerships across the voluntary, health, and social care sectors
- Promoting services, projects, campaigns, and initiatives
- Identifying opportunities for collaboration, funding, and community investment
- Gathering community feedback to help shape future services

What You'll Be Doing

- Representing Age Connects West Midlands at community events, conferences, exhibitions, forums, and stakeholder meetings
- Developing and maintaining relationships with commissioners, NHS partners, housing providers, community groups, businesses, and funders
- Creating new referral pathways and partnership opportunities
- Supporting awareness campaigns, community events, and fundraising initiatives
- Delivering presentations, workshops, and engagement sessions
- Recruiting and supporting volunteers, community champions, and local advocates
- Gathering and reporting community intelligence and stakeholder feedback

Why This Role Matters

Communities thrive when people know where to turn for support. By strengthening local partnerships and raising awareness of available services, you'll help ensure that older people, carers, and communities across the West Midlands can access the help they need earlier and more easily.

About You

We're looking for someone who is:

- Passionate about community engagement and improving local support
- Experienced in outreach, partnership working, or stakeholder engagement
- A confident communicator able to engage with diverse audiences
- Skilled at building relationships and working collaboratively
- Organised, proactive, and able to manage competing priorities
- Committed to equality, diversity, inclusion, and safeguarding

Additional Information

This role requires an enhanced DBS check. Regular travel across Birmingham and the West Midlands is essential, and occasional evening and weekend work may be required.

To Apply

Send your CV to Shanice Shepherd at Shanice.Shepherd@ageconnectswm.org.uk

We encourage early applications as CVs will be reviewed on a rolling basis and the vacancy may close once a suitable candidate is found.