

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Research Engagement and Inclusion Facilitator
<b>Reports to</b>	Research Engagement and Inclusion Senior Manager
<b>Band</b>	NHS Agenda for Change Band 6
<b>Department/Directorate</b>	Research & Development

**JOB PURPOSE**

The Research Engagement and Inclusion Facilitator is responsible for providing dedicated, professional, efficient, and effective support for public engagement and inclusion activities across the NIHR Regional Research Delivery Network (RRDN) region. This role sits in the Research Engagement and Inclusion (i.e. stakeholder engagement, Public Engagement, Digital Engagement and Research Inclusion) domain, and will facilitate conversations with public and community groups (including under-served communities) and engage with members of the public using a variety of online and in-person facilitation techniques, methods and tools to promote inclusion. This role will frequently be the first point of contact for key stakeholders (including members of the public) and will regularly manage complex and sensitive information.

This role will also be responsible for coordinating meetings, facilitating events and wider public engagement/inclusion engagement activities. This role will also be responsible for the collection, analysis and reporting of feedback, and the management of reward and recognition payments for participation in engagement activities.

**KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

The NIHR RRDNs have three key roles.

- First, to provide support to research sites to enable the effective and efficient initiation and delivery of funded research across the health and care system in England.
- Second, to enable the strategic development of new and more effective research delivery capability and capacity. This includes bringing research to under-served regions and communities with major health and care needs.
- Third, to work jointly with the Coordinating Centre in the strategic oversight of the NIHR RDN. This ensures that the Portfolio is maintained as a cohort of high-quality, fully-funded, viable and deliverable studies. It also ensures that the NIHR RDN as a whole serves the needs of researchers and R&D teams and is responsive to the changing domestic and global environment for health and care, life sciences and health research.

NIHR RRDNs need to develop excellent relationships with the organisations commissioning and providing health and social care across their regions, which are mapped onto NHS regions and integrated care systems. They help to support research undertaken by those providers and at sites across the region, and promote research meeting the needs of local populations. NIHR RRDNs work together with an RDN national Coordinating Centre to support health and care research for the benefit of patients, the health and care system and the economy as a whole.

**STRATEGIC LEADERSHIP**

- Attend and contribute to strategic level meetings to support public contributors in their engagement activities and the wider RRDN team with practical duties associated with engagement and inclusion events

- Co-develop recruitment strategies aimed at engaging diverse populations to participate in research and seek out involvement and inclusion opportunities across the region

**OPERATIONAL MANAGEMENT**

- Facilitate the delivery of RRDN engagement activities, including through Be Part of Research and Join Dementia Research, alongside the Research Engagement and Inclusion Manager
- Champion and enable research teams to deliver the Participant in Research Experience Survey (PRES) supporting business intelligence colleagues to populate the national PRES dashboard and reporting of data to optimise improvements in research delivery and participation at both a national and local level
- Plan community outreach and lead partnership building activities as required
- Create content for public engagement and inclusion training programmes aimed at increasing research participation and awareness of RDN services
- Organise meetings and facilitate conversations with public partners and key stakeholders about initiatives aimed at increasing participation and diversity in research

**KEY WORKING RELATIONSHIPS**

Areas of Responsibility: Contribute to the management of a community of RDN Public Partners, often being the first interaction with the RDN, helping them to seek out opportunities to champion the public voice across RDN services and be actively involved in RDN strategy development and delivery

No. of Staff reporting to this role: 0

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

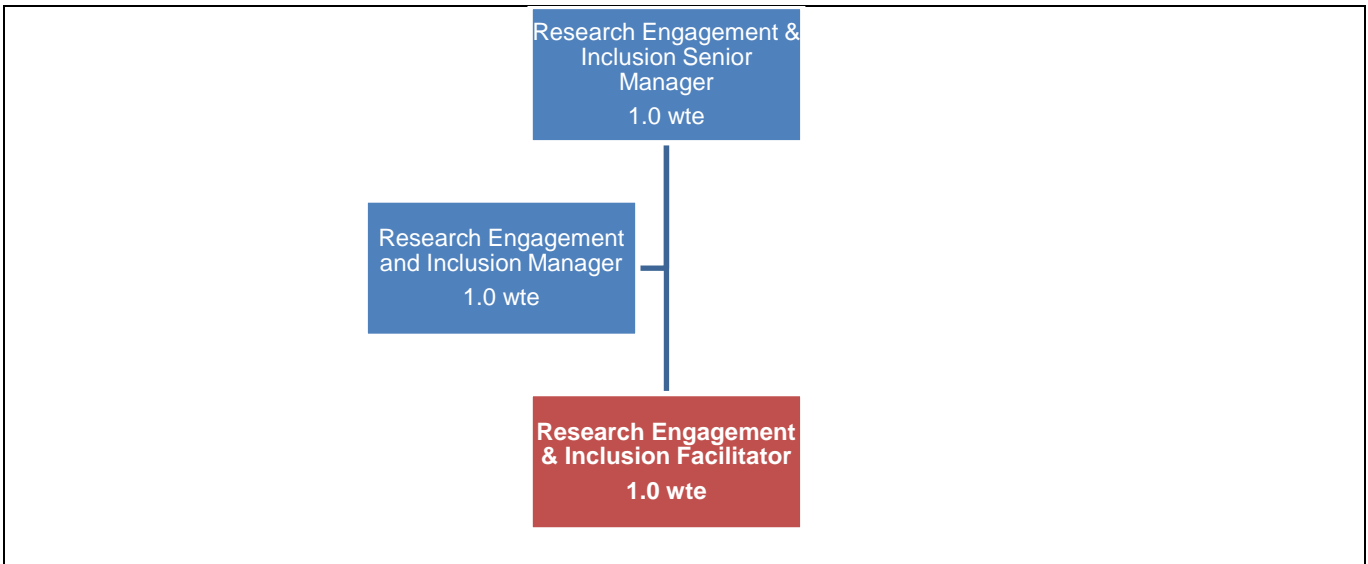
In addition the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Research Engagement and Inclusion Senior Manager</li> <li>• Research Engagement and Inclusion Manager</li> <li>• Regional Community Engagement and Inclusion Manager</li> <li>• Data &amp; Analytics team</li> <li>• RDN Research Engagement and Inclusion Facilitators</li> <li>• Senior leaders within the Public Engagement Directorate (RDNCC)</li> <li>• Senior leaders within the Workforce and Organisational Development Directorate (RDNCC)</li> </ul>	<ul style="list-style-type: none"> <li>• Colleagues within the RRDN region for other NIHR infrastructure and entities, Integrated Care Boards (ICBs)/Integrated Care Systems (ICS'), NHS Trusts, Primary Care providers, Universities, Local authorities, community based and other providers of health and social care services</li> </ul>

**ORGANISATIONAL CHART**



**FREEDOM TO ACT**

- Undertake stakeholder mapping exercises to identify new and existing partners, plan and undertake community outreach and partnership building activities as required
- Contribute to the scoping and management of stakeholder networks across public engagement and inclusion to inform strategic planning of regional services based on the prioritisation of participant need and site-level feedback
- Work collaboratively with the Patient Engagement in Clinical Development service to help signpost to regional networks/groups to support the recruitment of public contributors for commercial research engagement activities

**COMMUNICATION/RELATIONSHIP SKILLS**

- Organise meetings and facilitate conversations with public partners and key stakeholders about initiatives aimed at increasing participation in research
- Facilitate stakeholder briefings
- Liaise with Research Engagement and Inclusion Facilitators from other RRDN regions to understand challenges and share best practice across the RDN
- Facilitate the delivery of the RDN public partner induction programme

**ANALYTICAL/JUDGEMENTAL SKILLS**

- Collate evaluation data and feedback and produce reports for wider dissemination
- Collate and analyse information from multiple systems and data sources in relation to engagement activities, interpreting complexities within to shape presentations and communications, and to inform planning and design of future engagement activities

**PLANNING/ORGANISATIONAL SKILLS**

- Facilitate the management of RRDN engagement activities and support the Research Engagement and Inclusion Managers with planning and delivery of these
- Delivery of regional targets for Participant Experience in Research survey and co-production of annual report
- Facilitate in person meetings and online public events

**PATIENT/CLIENT CARE**

- Co-produce engagement tools and resources for use by RDN colleagues applicable for settings such as community groups, general practice, education settings and with under-served communities

**POLICY/SERVICE DEVELOPMENT**

- Contribute to audit and creation of NIHR Standard Operating Procedures for public engagement and inclusion
- Demonstrate a comprehensive understanding of key inclusion and public engagement values and principles that underpin national strategies
- Provide key intelligence to inform meaningful and valued engagement with under-served communities and marginalised populations through regional level stakeholder engagement and mapping, and contribution of insights to actively avoid duplication and optimise continuous improvement and prioritisation of services

#### **FINANCIAL/PHYSICAL RESOURCES**

- Disseminate engagement and inclusion resources to key stakeholders

#### **HUMAN RESOURCES**

- Promotes a culture of continuous improvement and wellbeing

#### **INFORMATION RESOURCES**

- Regular requirement to produce detailed reports on public engagement and inclusion activities to a range of audiences, including outputs and outcomes from participation initiatives across the RRDN region and wider RDN.
- Data upload and reporting as required for Participant Experience in Research survey

#### **RESEARCH AND DEVELOPMENT**

From October 2024, the NIHR Clinical Research Network became the NIHR Research Delivery Network (RDN). The RDN continues to support the effective and efficient initiation and delivery of funded research across the health and care system in England for the benefit of patients, the health and care system and the economy, with a name that better reflects the scope and purpose of the network to support:

- Clinical trials and other well-designed health and social care research studies (including studies that are delivered outside of an NHS setting);
- Public health studies that require the recruitment of individuals within an NHS setting (that is, acute, ambulance, mental health, community or primary care) or an episode of care which involves contact with the NHS.

The whole of England is supported through 12 NIHR Regional Research Delivery Networks (RRDNs). These work with the national Coordinating Centre to provide a joint RDN leadership function so that the NIHR RDN as a whole, functions as a single organisation with a shared vision and purpose across England. Royal Devon University Healthcare NHS Foundation Trust is the Host Organisation for the South West Peninsula RRDN region.

#### **PHYSICAL SKILLS**

- Keyboard skills, use of IT equipment, including equipment used for delivering presentations.

#### **PHYSICAL EFFORT**

- Light physical effort for short periods.
- Use of computer for prolonged periods on most days, i.e. frequent requirement to work in a restricted position

#### **MENTAL EFFORT**

- Frequent requirement for concentration; work pattern is unpredictable

#### **EMOTIONAL EFFORT**

- Exposure to distressing or emotional circumstances is rare

#### **WORKING CONDITIONS**

- Exposure to unpleasant working conditions or hazards is rare.
- Travel to meetings within the RRDN area will be necessary
- Base - Truro / Plymouth/ Exeter or Taunton with regular travel to local and regional offices

## **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

## **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

## **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

<b>Job Title</b>	Research Engagement & Inclusion Facilitator
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Requirements	Essential	Desirable
<p><b>QUALIFICATION/ SPECIAL TRAINING</b></p> <p>Postgraduate qualification (eg. Post Graduate Diploma) in a relevant subject or equivalent level of experience</p> <p>Facilitation training/qualification</p> <p>Data entry/analysis</p>	E	D D
<p><b>KNOWLEDGE/SKILLS</b></p> <p>Understanding of the principles and methodology of co-design and co-production</p> <p>Skilled facilitator with experience of group facilitation, designing and delivering virtual public events and training using participatory approaches (a qualification or course certificate is desirable)</p> <p>Knowledge of barriers to research participation amongst under-served communities or those experiencing health inequalities</p> <p>Experience of writing reports and other communication material, analysing and incorporating data as required</p> <p>Knowledge of data platforms such as NIHR Online Data Platform (ODP) an advantage</p>	E E E E	D
<p><b>EXPERIENCE</b></p> <p>Experience of undertaking community engagement work in a health research and/or health service context, and in particular experience of engaging underserved communities with health and social care research or health/social care services</p> <p>Experience of developing recruitment and publicity materials aimed at members of the public</p> <p>Project management experience with excellent organisational skills and ability to prioritise work and meet deadlines</p>	E E E	
<p><b>PERSONAL ATTRIBUTES</b></p> <p>Highly motivated</p> <p>Enthusiastic and proactive approach to work</p> <p>Team player</p> <p>Problem solver and a solution-based approach to tasks</p> <p>Flexible and co-operative approach</p> <p>Committed to Equality Diversity and Inclusion and passionate about equity of access to health care or research</p> <p>Aware of and observant Health and Safety issues especially as they relate to working with the general public in varied locations</p>	E E E E E E	
<p><b>OTHER REQUIREMENTS</b></p> <p>Excellent communication skills with the ability to encourage communication between patients, carers, public, healthcare and research professionals</p> <p>Excellent interpersonal, communication and influencing skills, have meticulous and well-structured administration skills, be able to use initiative, work independently and in a proactive way</p> <p>Proficient in Microsoft Office software including Outlook, Word, Excel, PowerPoint, Access and Google Workspace applications</p> <p>Proficient in meeting administration and management including arranging and supporting organisational level meetings, minute taking and awareness of confidentiality requirements when communicating with members of the public</p> <p>Excellent communication, oral and written skills with experience in presenting to different audiences</p>	E E E E E	

Ability to convey complex information to a range of stakeholders using a variety of tools and methods	E	
Ability to identify opportunities and approaches to achieve goals and improve results	E	

		FREQUENCY			
		(Rare/ Moderate/)		Occasional/ Frequent)	
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y	✓			
Driving	Y		✓		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	Y	✓			
Working in isolation	Y		✓		
Challenging behaviour	Y		✓		