



- JOB TITLE:** Inclusion and Diversity Officer
- DEPARTMENT:** People and Development Directorate
- RESPONSIBLE TO:** Head of Relationship Development and Partnerships
- ACCOUNTABLE TO:** Director of People and Development

To enable cultural change within the organisation, **ellenor** has been working to understand, embrace and promote Equality, Diversity, and Inclusion (EDI) as a fundamental part of what we do as a Hospice.

**ellenor's** strategy for 2024–27 embraces EDI and it is a key element of the first Strategic Pillar 'Our Community'. We are committed to delivering services that are accessible, inclusive, culturally competent, and that meet the needs of our diverse communities with a key focus on:

- Community outreach, building a community relationship, and the development of inclusive projects.
- Introducing quality and benchmarking tools e.g. FREDIE, to evidence good practice.
- Recruitment of staff who reflect our diverse community.
- Internal training, awareness, and implementation including introducing pronouns, improved marketing and communications to engage diverse communities establishing an effective staff inclusion group, 21-day challenge, and webinars.
- Developing culturally competent services.

### Role Purpose:

To support the development of creating a positive and inclusive work environment by implementing strategies and programs that address equality issues and foster a culture of diversity.

To work across the hospice services and with external partners to ensure that **ellenor** delivers its EDI strategy and that **ellenor** continually reviews the services we provide to meet the needs of our diverse population.

To stay informed about legal and regulatory developments related to equality and inclusion and advocate for policies that support a diverse and inclusive workplace.

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

### Main Duties and Responsibilities:

- Effectively engage with our local communities, especially those who are underrepresented in our service and team.
- Listen and learn from diverse communities and develop services that are culturally sensitive and competent, that respond to our local community's needs.
- Work collaboratively with communities to develop bespoke wellbeing, palliative, and end-of-life support for diverse communities.
- To ensure that we recruit, train, and support local communities to work within **ellenor** and to be their 'authentic self' in our workforce; and to be an ally, challenging racism when required, promoting the use of pronouns, understanding micro-aggressions, unconscious bias, white privilege, and cultural awareness of diverse communities and minority groups, in line with the FREDIE model.
- Develop organisational behaviours and attitudes which are inclusive and where racism and discrimination are challenged.
- Raise awareness of the wide range of services within **ellenor** to ensure that our community knows where to go to get the right support at the right time.
- To work with the Head of Relationship Development and Partnerships to develop a model of community engagement and coproduction so that we can work with our local communities to develop services that are responsive, inclusive, and culturally competent.
- Improve engagement with **ellenor's** staff and volunteers through cross-team collaboration, internal EDI working groups.
- Engage with communities who are currently underrepresented within our services as evidenced in the EDI benchmarking audit, ensuring historical links with diverse communities are maintained and enhanced.

### Employee Engagement:

- To support the strengthening of existing relationships and partnerships with local health and social care partners and the wider Hospice network, ensuring opportunities for innovation and partnership working are explored, whilst keeping abreast of sector trends and best practices.
- To support the delivery of **ellenor's** Equality, Diversity, and Inclusion Strategy both locally and nationally and strengthen relationships with local minority groups, ensuring opportunities for innovation, partnership working, and volunteering pathways are explored.
- Work with the Head of Relationship Development and Partnerships to review and interpret data and trends to ensure plans and targets are understood and maximised. Prepare and present progress reports as directed ensuring internal and external partners are adequately informed.

- To collaborate with HR to develop and implement initiatives that enhance employee engagement and satisfaction.
- Promote a culture of respect, acceptance, and belonging.
- Effectively utilise project management tools for project tracking and communications. Highlighting exceptions and risks to the CEO and Board, ensuring mitigating action is discussed, agreed upon, and taken.
- Identifying and referring any issues, particularly those with political sensitivities, for decision to the CEO.
- To develop and deliver training programs to educate employees on diversity and inclusion topics and facilitate workshops to raise awareness and promote cultural competence within the organization.
- Undertake other duties commensurate with the seniority of the post as may be requested by their managers.

#### Internal Key Relationships:

- CEO
- Head of Relationship Development and Partnerships
- HR
- Clinical Teams
- Facilities Teams
- Executive Team
- Fundraising Team
- Marketing and Communications Team

#### External key Relationships:

(this list is not exhaustive but identifies some of the key stakeholders)

- Kent County Council
- Faith Group Leaders
- Neighbours
- Minority groups
- KCC, Kent and Medway ICG, and DGS Health and Care Partnership
- GPs and other healthcare providers

#### Health and Safety:

The post holder has the responsibility to take reasonable care of self and others in relation to managing risk, health, and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department, or role.

**General:**

- Adapts and develops in line with the changing needs of the role,
- Acts as an ambassador for **ellenor** to raise the profile of the organisation at a local, regional, and national level, as required,
- To maintain up-to-date mandatory and essential to role training
- Works flexibly across sites and departments from time to time as may be requested by their managers,
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,
- To follow all policies and procedures,
- To be aware of the staff values of **ellenor** and to behave as a fit representative.

Postholder's Name .....

Postholder's Signature ..... Date .....

Manager's Name .....

Manager's Signature ..... Date .....

**Personal Specification**  
Inclusion and Diversity Officer

	Essential	Desirable	Application/ Interview
<b>EDUCATION AND TRAINING</b>			
Educated to A 'Level and/or evidence of equivalent experience in previous roles of a similar nature.	X		A
<b>EXPERIENCE</b>			
Experience in delivering Equality, Diversity, and Inclusion projects.	X		
Demonstratable experience in developing professional relationships and partnerships.	X		A/I
Experience working with people from a range of diverse communities.	X		A/I
Experience working with or in the hospice sector.		X	A
<b>KNOWLEDGE AND SKILLS</b>			
Strong collaborator and team player with the ability to positively challenge and influence others.	X		A/I
Up-to-date knowledge of equality legislation, key case law, and best practices to provide sound guidance and expertise to managers.	X		A/I
Excellent oral and written communication, and presentation skills.	X		I
Strong IT skills with experience in using spreadsheets and databases to support business development needs, identification of trends, and statistical reporting.	X		A/I
Excellent organisation and project management skills, with the ability to manage multiple projects and deadlines effectively, and track and	X		A/I

report on project outcomes to a range of stakeholders.			
<b>PERSONALITY AND DISPOSITION</b>			
Passion for promoting equality and inclusion in the workplace.	X		I
Be confident and approachable.	X		I
Have a 'can do' attitude with a solution-focused mindset, be innovative in your thinking, and be creative with your ideas.	X		I
Remain calm under pressure and always represent <b>ellenor</b> in a professional manner.	X		I
<b>OTHER CRITERIA</b>			
Car driver or the ability to travel in a timely manner to meet the requirements of the job.	X		A