

Job Title: Healthwatch West Northamptonshire Engagement and Administration Officer Between (18 – 24 hours)

Salary: £23,000 per annum pro rata

Valid UK Driving Licence and vehicle required

Responsible to: Healthwatch West Northamptonshire Manager
(line manager)

Responsible for: Carrying out Healthwatch West Northamptonshire's work to improve health and well-being outcomes for adults, children and young people by engaging with the public, communities and local health and care organisations. Gathering feedback and managing enquiries from the public about their experiences of health and care and signposting individuals to support. Supporting Healthwatch West Northamptonshire's volunteers and working to recruit new volunteers to our organisation. Being an active presence in the community, engaging with members of the public to help bring awareness to Healthwatch, to recruit new volunteers, and to support with engagement for current projects and priorities.

Accountable to: CEO Connected Together Community Interest Company (CTCIC) and Healthwatch West Northamptonshire Manager

Main functions of the post:

- To take an active lead and support Healthwatch West Northamptonshire's work to gather the views and experiences of adults, children, young people and families
- To ensure that Healthwatch West Northamptonshire develop meaningful ways to involve adults, children, young people, families, vulnerable adults and carers in all areas of Healthwatch activity
- To enable local communities to have a real voice about local health and social care services and to facilitate responses to consultations impacting local services
- To ensure Healthwatch West Northamptonshire has a visible and positive profile in the county using a wide range of communication, engagement and

outreach methods and techniques which are accessible to a diversity of audiences

- To manage the information and signposting role of Healthwatch West Northamptonshire, and to document incoming data within our reporting system

Principal duties and responsibilities of the post:

- 1) Manage all aspects of Healthwatch West Northamptonshire's work with adults, children and young people including:
 - Seeking and gathering the views and experiences of adults, children, young people, families, service users and carers who use health, social care and wellbeing services in West Northamptonshire
 - Reporting those views using methods which will engage adults, children, young people and families etc., e.g. through social media, films, as well as more traditional reports
 - Developing ways of ensuring that vulnerable adults, carers and advocates, children, young people and families have the opportunity to engage in all areas of Healthwatch activity, including the development and management of the volunteer programme
 - Campaign to ensure that adults, children, young people and families are influencing the design and delivery of local care and services to deliver improved health and wellbeing outcomes
 - Handling incoming enquires and signposting individuals who require support to local services within the community
 - Supporting with data entry and processing of feedback that Healthwatch receives through the incoming enquiries.
- 2) To support the Manager and other staff and volunteers to ensure that patients, service users, carers and the public are meaningfully engaged in improving health and social care services and outcomes in the county.
- 3) To be the first point of contact for members of the public, patients, service users, carers and local organisations who require information about health and social care organisations and services in the county.
- 4) To use a wide variety of methodologies and tools appropriately in outreach, engagement and representation and understand local safeguarding policies and procedures relating to adults, young people and children.

- 5) To help manage the Healthwatch West Northamptonshire's Planning Group, the volunteers and tasks involved in it running effectively, or other task and finish groups as required. This includes supporting with note-taking and supporting with agendas where needed.
- 6) Work in partnerships that include people from community groups and support joint working between paid officers and voluntary and community representatives.
- 7) Actively seek to engage with volunteers, service users, carers and advocacy organisations and seldom heard groups to increase their knowledge and use of Healthwatch West Northamptonshire, including Black, Asian and Minority Ethnic communities.
- 8) To represent Healthwatch West Northamptonshire and the organisation on local engagement and involvement bodies which aim to improve health and social care outcomes.
- 9) Provide ongoing support for volunteers who are involved with the information and outreach activities of Healthwatch West Northamptonshire.
- 10) Ability to drive to community engagement activities and a valid UK Driving Licence.

General duties and responsibilities of post holder:

- With other team members, work with other agencies to promote the focus on equality and inclusion in Healthwatch.
- Supporting the needs of the HWW Manager regarding administration support, which includes organising and facilitating meetings and events on behalf of Healthwatch, ranging from focus groups to conferences.
- Gather evidence of the impact of the Healthwatch and provide monitoring information and reports as required.
- To take an active lead and support on all the Healthwatch incoming enquiries and feedback – this includes: logging, responding and signposting, uploading to IMP database, generating reports quarterly.
- To take an active lead and support on all engagement activities within the community of West Northants, which includes being present in the

community and speaking with individuals from the community regarding their experiences.

- Take an active interest in ensuring the Healthwatch operates effectively, according to best practices and fulfils its obligations.
- Work within a team to maintain and achieve high standards and understand the importance of time management and meeting deadlines.
- Disseminate information and learning as appropriate to other networks if required, and in conjunction with the communications policy.
- Help to ensure that the Healthwatch embraces diversity, challenges discrimination, and reflects the communities of West Northamptonshire.
- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the line manager.

Person Specification:

Attributes	Criteria	Essential	Desirable	Assessment Methods
Qualifications	Educated to degree level in a relevant discipline or equivalent experience		X	Application form
Skills, Knowledge and Experience	Good understanding of the health and social care system in England	X		Application form and interview including presentation
	Experience of working with adults, children and young people and/or	X		
	Excellent IT skills including social media and power point	X		
	Experience of community engagement and understanding of patient, user and carer involvement techniques	X		
	Ability to deliver high quality work to tight deadlines	X		

	Excellent communications skills – written and verbal. Ability to convey complex information in a straightforward and accessible format	X		
	Experience of working with a diversity of people – including people with mental health needs and people with learning disabilities	X		
	Knowledge of Healthwatch and Patient and Public Involvement structures		X	
	Experience of working with patients, service users and carers		X	
	Excellent team player		X	
	Experience of working with volunteers		X	
Personal Qualities	Commitment to diversity and equality	X		Application form and interview including presentation
	Empathic, patient and sensitive – a good listener	X		
	Able to work calmly under pressure	X		
	Able to work occasional evenings and weekends when the need arises	X		
	UK Driving License and transport vehicle	X		