

Job Description: Engagement Officer

Salary:	£21,930 pro rata
Contract Type:	Permanent
Hours:	30 hours per week
Annual Leave:	30 days per year plus bank holidays
Reports to:	Healthwatch Service Manager
Location:	Home and office based (The RAIN Building, Eastwood Lane, Rotherham) with some remote work from outreach venues (please note that this role will be primarily home-based while we respond to Covid-19)

Background

The Local Authority has commissioned Citizens Advice Rotherham & District (CARD) to deliver Healthwatch Rotherham – the independent consumer champion for health and social care. Healthwatch is the main public and patient engagement mechanism for health and social care service users.

Healthwatch Rotherham's role includes representing and championing the health and social care needs and experiences of adults and children in Rotherham, acting as an independent local voice ensuring that services meet the needs of residents and remain high-quality and fit-for-purpose whilst helping communities to exercise greater choice over the services they receive. Healthwatch Rotherham has a visible presence in the borough, with an effective, proactive and independent local voice.

This is an exciting time to join Healthwatch Rotherham. The successful candidate will work within a small, dedicated team to implement a new work plan and deliver an exceptional service to the community whilst championing the voice of residents in shaping services in the future. You will work closely with the Healthwatch Service Manager and Healthwatch Research & Information Officer and will also be supported by the wider Citizens Advice Rotherham team of staff and volunteers in delivering an ambitious and exciting programme of services and engagement for Rotherham.

Purpose of Role

We are looking for a talented and enthusiastic individual to develop and deliver a programme of engagement, reaching out to all communities in the borough, with a particular focus on those that may be seldom heard.

They will raise awareness of the role that Healthwatch has to play, working with community groups, forums and hard to reach groups to seek feedback on health and social care services and issues, as well as strategic matters. They will work to identify the key health and social care issues present within the borough, promoting and championing these within Healthwatch reporting and representation.

The successful candidate will ideally have experience of community outreach and engagement, using a variety of engagement tools and techniques to work effectively with diverse communities. They will have a can-do attitude, be passionate about making a difference and able to demonstrate an approach to work that is proactive, uses initiative, effective planning and time management to problem solve and achieve targets and deadlines.

They will meaningfully investigate and accurately capture people's needs, experiences and opinions so that we can effectively drive improvements to health and social care services. The postholder will support the Research and Information Officer in providing advice, information and signposting services to residents and will, alongside the Healthwatch Service Manager, promote the patient voice and influence decision-makers using our evidence base. They will work to identify the key health and social care issues present within the borough, promoting and championing these within Healthwatch reporting and representation.

The role will be based primarily at home while we respond and adapt to the Covid 19 crisis although some outreach work will be required within the Rotherham area. Working arrangements will be reviewed regularly with a view to resuming a flexible pattern of home and office based working. The successful candidate will need to have a flexible approach to working and be prepared to adapt to the needs of the organisation.

In line with our policy, the successful candidate will be subject to an enhanced DBS check.

Main Duties & Responsibilities

1. To network throughout the community and build meaningful relationships to create opportunities for engagement and to contribute to the delivery of a truly Integrated Care System (ICS) for the people of Rotherham
2. To engage with voluntary and community sector (VCS) agencies and coordinate joint ventures for events, workshops, surveys and consultations, facilitating the involvement of all relevant stakeholders in Rotherham
3. To engage with residents directly to conduct research into the views of the community through face to face meetings (often in outreach settings) and through phone and online platforms
4. To identify community issues, needs and problems within health and social care through networking, engagement and collection of feedback from communities and individuals
5. To actively seek out opportunities to work with under-represented groups and minority communities to ensure their views and voices are integral to the development and priorities of the Integrated Care System.
6. To develop and promote the REFERNET referral system across Rotherham district to improve and enhance referral pathways within the health and social care sector
7. To work with the Research & Information Officer to implement and deliver effective information, advice and signposting services directly to Rotherham residents via:
 - a. face to face, telephone, video conferencing, email and web chat channels;
and

- b. outreach venues - strategically located to target “seldom heard groups” in the community such as young people, people in work and isolated communities
- 8. To support and actively participate in stakeholder events and public consultation meetings, exhibitions and conferences in various locations and aimed at different sectors of the population
- 9. To create and contribute to the production of original content for placement in local media, social media, websites and in the newsletters/communications of statutory, voluntary and community organisations
- 10. To take an active role in the management of Healthwatch Rotherham’s website and social media platforms to promote content and increase the profile and reach of Healthwatch Rotherham
- 11. To contribute to the production of evidence based reports, including Healthwatch Rotherham Annual Report, with recommendations for the Healthwatch Rotherham Steering Group to inform their work plan
- 12. To stay up to date with local, regional and national policy and strategy relating to health and social care
- 13. To undertake specific identified projects and any other duties consistent with the nature and level of the post as assigned by the Healthwatch Service Manager

Other duties and responsibilities

- 1. Plan and manage own workload, set targets and deadlines, and be self-supporting with regard to administration and IT
- 2. To contribute to the Healthwatch team and collaborative working by participating in staff meetings, away days and other events as necessary
- 3. To attend one to one meetings and performance reviews and provide written progress and work reports as required
- 4. To attend training courses as agreed with, or determined by, the Healthwatch Service Manager
- 5. To work with and provide relevant training to Healthwatch volunteers as appropriate
- 6. To use the Nolan principles of standards in public life, the public sector equality duty under the Equality Act 2010 and the Freedom of Information Act to obtain the views of people about their needs and experience of local care services, using feedback processes and database to forward those views and/or complaints to the Healthwatch team
- 7. To comply with all CARD/ HWE policies and practices
- 8. Work within CARD’s Equality & Diversity framework, taking positive action where necessary
- 9. To liaise with other local and national Healthwatch services to identify best practice in research, information gathering and publicity
- 10. To undertake administrative tasks necessary to achieve the outcomes listed above
- 11. To undertake any other duties as may be required within the scope of the role
- 12. Some travel within Rotherham and district will be required as part of this role

Person Specification

	Essential	Desirable
Confident in verbal communications with ability to relate well to people with differing views and needs from a variety of different communities and backgrounds	✓	
Experience of working or volunteering within the community or charity sector		✓
Experience of meeting and engaging with people in a client or customer facing role eg surveys, customer relations, evaluations and interviews		✓
Experience of building networks or of developing professional relationships with external partners		✓
Experience of maintaining website content and using social media	✓	
Experience of organising external events, meetings and workshops		✓
Experience of organising and prioritising a demanding workload	✓	
Competent and experienced in using IT packages including MS Office and Google	✓	
Experience of working both independently and as part of a team	✓	
A commitment to equality and diversity	✓	
An understanding of the Health and Social Care sector or a willingness to work and train to develop knowledge	✓	
Willingness to travel to outreach venues around Rotherham and district	✓	

How to apply:

For an application pack please email:

lesley.cooper@healthwatchrotherham.org.uk

The closing date for applications is 5pm on Friday 31st July 2020.

Interviews will be held the week commencing 10th August.

If you have been shortlisted for interview, you will be contacted by email or phone during the week commencing 3rd August. Interviews will take place via Zoom video conferencing.