



Healthwatch Southwark

Community Health Ambassadors Officer

Job Description & Person Specification

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| Job Title: | Community Health Ambassadors Officer |
| Salary: | £26,780 per annum |
| Hours of work: | 35 per week (including occasional evenings and weekends) |
| Contract: | 12 months |
| Responsible to: | Healthwatch Southwark Manager |
| Location: | 11 Market Place, South Bermondsey, London SE16 3UQ (office and home based) |
| Benefits: | 30 days holiday (exclusive of public/bank holidays) per annum, Flexible working, Pension-Employer contribution: 5%, Cycle to Work Scheme, 2 Volunteering Days per annum. |
| Closing Date: | 31 st March 2022 (23.59pm) |

Background

Healthwatch Southwark gathers and champions the views of local users of health and social care services to identify opportunities for improvement and to influence how providers deliver health and care services. Created by the Health and Social Care Act of 2012, Healthwatch Southwark, and other local Healthwatch around the country, are required to deliver 6 functions to fulfil our duty as the local consumer champion of health and social care. These functions are:

1. Obtain the views of people about their needs for and experience of local health and social care services and make those views known to those involved in the commissioning and scrutiny of care services
2. Make reports and make recommendations about how those services could or should be improved

3. Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.
4. Provide information and advice to the public about accessing health and social care service and choice in relation to those services.
5. Make the views and experiences of people known to Healthwatch England helping it to carry out its role as national champion.
6. Make recommendations to Healthwatch England to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern

To find out more about Healthwatch Southwark please visit: www.healthwatchsouthwark.org

Healthwatch Southwark is hosted by Community Southwark: www.communitysouthwark.org

Purpose of the Role

- To coordinate and develop the Community Health Ambassadors Network.
- To actively engage with the local community and voluntary sector (VCS) organisations to help reduce transmission of coronavirus, increase uptake of the COVID-19 vaccine, and reduce inequalities in the impact of coronavirus.
- To adapt and disseminate messaging about COVID-19 and to help eliminate barriers to people following guidance.
- To support coordination of two grant programmes:
 - VCS Covid-19 Outreach Grants
 - NHS Covid-19 Vaccination Uptake and Prevention Grants
- To work closely with Public Health Southwark and act as a liaison between them, Healthwatch members and the local VCS on matters relating to COVID-19
- To participate in the Council's Outbreak Prevention communications and engagement plans and represent Healthwatch Southwark and Community Southwark in this working group.

NB: Please note some of the duties and responsibilities will be subject to change over the duration of the year.

Duties & Responsibilities

Coordination of Community Health Ambassadors Network and COVID-19 Outbreak communication

- To work with Public Health Southwark on developing and managing the Community Health Ambassadors Network:
 - Recruiting new Community Health Ambassadors in Southwark
 - Develop networks of Ambassadors from specific sections of the community eg Young Ambassadors and reach out into communities that are currently underrepresented
 - Organise engagement activities for Ambassadors e.g., to equip them with local knowledge and relevant skills
 - Engage with Ambassadors to find out local intelligence on issues related to COVID-19, for example by carrying out regular surveys and polls, and engaging with Ambassadors on the Ambassador Whatsapp group
 - Carry out the administration and monitoring of the Community Health Ambassadors programme, including organising training courses for Ambassadors and grant recipients,

producing and sourcing relevant resources in a variety of languages, paying expenses, maintaining regular contact, feeding back insight from Ambassadors into NHS / Council programmes etc.

- Explore links with other Champions programmes, eg our local NHS Learning Disability Champions
- Pass on relevant information from the Community Health Ambassadors Network to grant recipients and support the VCS Covid-19 Outreach Grant recipients with recruitment of Ambassadors within their priority user groups.
- Develop responses to community research which suggests that Ambassador involvement in specific activities would be appropriate.
- Provide a link between Healthwatch and the Community Health Ambassadors Programme so that opportunities to be involved in Healthwatch community engagement activities can be offered to Ambassadors.
- In collaboration with CS and Council colleagues, sourcing and disseminating further information to help signpost and support communities as challenges emerge (e.g. food, finance) and, in collaboration with Healthwatch and CCG colleagues, around other health needs which become apparent in the course of work (e.g. GP registration, long-term conditions).
- To collate and organise the feedback collected from organisations and share it with the Council and relevant partners in a productive and timely fashion, helping to develop solutions. The postholder will attend relevant Outbreak Prevention committees and subgroups (within and outside of Southwark) and also work with Healthwatch colleagues in South East London to share findings further.
- To compile intelligence from the Ambassadors Network into reports to inform stakeholders and future programmes.

For further information on the Health Ambassadors programme, please visit our website:
[Join the Community Health Ambassadors Network | Healthwatch Southwark](#)

Coordination of Covid-19 Grant Programmes

- Liaise with grant recipients to collect monitoring information at scheduled intervals and pass this onto Public Health Southwark to analyse.
- Where appropriate offer some ongoing support to grant organisations if capacity allows.

General

- To work proactively with Healthwatch Southwark's Community Engagement Officer to coordinate engagement activities and involvement for Health Ambassadors.
- Help to build positive and productive relationships with other organisations, including voluntary and community groups, decision makers, commissioners and funders, health and care providers, Healthwatch England, other local Healthwatches and the SE London Healthwatch Director, and the Care Quality Commission.
- Support the Manager to work effectively with the HWS Advisory Group, through occasional provision and presentation of papers and contribution to discussions.

- Help to scan the horizon for upcoming policy and service changes at national and local level, identifying opportunities and pressures
- Support the development of tenders and bids for consultancy and contracted work and help deliver this work in a timely and professional way in line with the usual responsibilities of the post.
- Undertake other tasks from time to time and as appropriate, that may be required by management in line with the goals of the organisation.

In common with all Community Southwark staff (Healthwatch Southwark host organisation)

- Plan and organise one's own work priorities to ensure the achievement of all necessary targets and deadlines.
- Participate in supervision and appraisal and undergo training as necessary, taking responsibility for one's professional development.
- Work as part of the HWS and wider Community Southwark teams by participating in meetings, working collaboratively with other staff, and communicating internally.
- Complete timely monitoring reports and contribute to Annual Reports as required.
- Provide input into strategic planning.
- Work within HWS's contract and legal and statutory duties, and all of Community Southwark's protocols and policies, including financial controls, administrative records, and the Health and Safety, Equal Opportunities, and Data Protection policies.
- Help to ensure that equality of opportunity and respect for diversity are integral to the organisation's work.
- Support Community Southwark and HWS's values, vision and strategic objectives

Person Specification

This person specification seeks to define a person most likely to be suited to the role of Community Health Ambassadors Officer. Candidates are required to meet all the essential criteria listed.

| | Essential | Desirable |
|--|-----------|-----------|
| Skills and experience | | |
| Knowledge and experience of running, and recruiting members of the public for engagement activities involving a diverse range of people and communities, including seldom heard or vulnerable groups | x | |
| Experience of managing and supporting volunteers | x | |
| Knowledge and experience of coordinating programmes, projects and public events | x | |
| Knowledge and experience of coordinating grant programmes | | x |
| Track record of good information/data management | x | |
| Excellent verbal and written communication skills, with the ability to engage different audiences and interpret sometimes complex messages for a diverse public | x | |
| Good organisational, time and project management skills including financial planning | x | |
| High-level networking, influencing and listening skills | x | |
| Experience of working with a range of stakeholders and collaborators | x | |
| Competence in Word, Powerpoint and Excel and contributing to databases and websites | x | |
| Interests and knowledge | | |
| Passion for quality public health and care services | x | |
| Appreciation for the challenges faced by disadvantaged people and those from diverse seldom heard communities, and commitment to tackling inequalities | x | |
| Personal qualities and work style | | |
| Adaptable, willing to learn and with a strong work ethic | x | |
| Able to show initiative and constructively approach challenges | x | |
| Able to work flexibly and collaboratively as part of a small team | x | |
| Organised, with ability to work on a range of projects at once, and meet deadlines | x | |
| Ability to approach diverse members of the public in a friendly, confident way | x | |
| Reliable | x | |
| Be flexible to work evening and weekends when required | x | |

Application Guidelines

Please ensure to **personalise your cover letter to this role**.

Use practical examples from your work to address how you meet the requirements outlined in the Person Specification', especially those marked as '**essential**'.

Candidates submitting 'generic' cover letters are **highly unlikely to be accepted**.

If you would like to know more about the role or have any questions, please email or phone Shamsur Choudhury (Healthwatch Southwark Manager):

Email: shamsur@healthwatchesouthwark.org

Tel: 020 7358 7256 (9-5pm)

Further Information

Closing date for applications: 31st March 2022

Interviews will be held: w/b 11th April 2022

Contract Information: Fixed term contract until 31st March 2023.

Probationary Period: The appointment will commence with a probation period of six months.

Cycle to work scheme: The scheme allows employees to get bikes and accessories tax-free. This is done through a salary sacrifice agreement signed for up to £1,000 to be paid in monthly instalments.

Volunteering Days: Employees are entitled to up to two days paid leave for undertaking voluntary activities

Other: Successful applicants will need to prove their entitlement to work in the UK and may be subject to DBS checks.

Hours of Business

| | Office Hours | Flexitime | Core Hours |
|------------------|---------------------|------------------|--------------------------------------|
| Monday to Friday | 9.00am to 5.00pm | 8.00am to 6.00pm | 10.00am – 12.00pm 2.00pm – 4.00pm |

A flexi-time scheme is in operation within Community Southwark (Healthwatch Southwark host organisation). The successful applicant must be willing to work within the flexi-time hours. The person appointed may be required to work outside these hours.