

**JOB DESCRIPTION**

**TITLE:** Healthwatch Southwark (HWS)Engagement & Signposting Officer

**SALARY:** £28,771 per annum

**CONTRACT:** Fixed term until March 2022 with potential for extension dependent on funding

**RESPONSIBLE TO:** Healthwatch Southwark Manager

**PURPOSE OF ROLE**

* To build awareness and trust of Healthwatch Southwark (HWS) among diverse residents of Southwark, developing a solid base for the gathering of feedback and intelligence about people’s experiences of health and social care.
* To work with volunteers and with local voluntary and community organisations in order to reach more people and to highlight inequalities.
* To lead on the provision of signposting and information on local health and care services to local people.
* To coordinate and engage local people in projects and events to investigate a wide range of different areas of health and social care, drawing out their views and experiences, and to lead on events and Enter and View visits.
* To promote and support the involvement of patients and service users in the design, provision and scrutiny of local health and care services.
* As part of the HWS team, to act as critical friend to commissioners and providers of services to help bring about improvements.

**RESPONSIBILITIES**

**Engagement and outreach**

1. Lead on the recruitment, development and retention of HWS volunteers, deploying them effectively to maximise our engagement and signposting reach.
2. Build awareness of HWS and gather intelligence on the views and concerns of a broad range of Southwark people by proactively reaching out to them, using methods such as stalls, community group visits, signposting sessions, and presentations. This will include a focus on seldom heard and disadvantaged groups.
3. Map and draw on a local ‘network of networks’ for public involvement, building relationships and communication (with e.g. voluntary and community organisations, Patient Participation Groups (PPGs), and more). Work with Community Southwark colleagues, such as the social action team, to do this.
4. Work with the Community Southwark communications team to engage the public using printed and online materials, and build a strong HWS brand. This will include contributing copy appropriate to different audiences across HWS communication channels, structuring and uploading website content, and helping to develop and deliver digital and print engagement.
5. Accurately maintain and improve the HWS membership database, enabling effective targeted outreach.

**Information and signposting**

1. Alongside the rest of the team, react to requests for information on health and social care services from all sections of the local population, signposting people to support to access services and resolve difficulties, and supporting them to make informed choices.
2. Respond to referrals from Age UK’s SAIL project, listening to older people’s feedback about services and signposting them as necessary.
3. Develop the signposting directory and materials, including through building relationships with and knowledge of other local services and organisations.
4. On occasion, comment on public communications from commissioners and providers, promoting clarity and usefulness.

**Project-based engagement**

1. Support the Research & Intelligence Officer to design project-based engagement activities (surveys, interviews, focus groups etc.) in line with the needs and experiences of the relevant group(s) of people.
2. Recruit appropriate local people, patients and service users to contribute their views to engagement projects. Build appropriate collaborations with voluntary and community groups in order to expand project reach.
3. With the Research & Intelligence Officer, deliver effective project engagement activities (e.g. surveys, interviews, focus groups). Lead on Enter and View visits, working with HWS volunteers.
4. With the support of the team, lead on promoting and coordinating public events both to gather public opinion and to make known the views of service users to decision makers, sometimes in partnership with other organisations.

**Engagement promotion**

1. Comment on commissioners’ and providers’ engagement plans and achievements, supporting meaningful involvement of the public in service design, improvement and monitoring. This will include by representing HWS at a limited number of engagement committees and liaison meetings, working with the SE London Healthwatch Director (joint representative to the CCG), and occasionally presenting HWS findings.
2. On occasion, attend external public events to support the user voice, raise HWS’s profile and stay informed.

**Intelligence and influence**

1. Clearly and accurately record data from signposting and engagement activities.
2. Contribute to quality HWS reports (written by the Research & Intelligence Officer and Manager), for example helping to develop meaningful recommendations, and proofreading.

**General**

1. 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.
2. Support the Manager to work effectively with the HWS Advisory Group, through occasional provision and presentation of papers and contribution to discussions.
3. Help to scan the horizon for upcoming policy and service changes at national and local level, identifying opportunities and pressures.
4. 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.
5. 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**

1. Plan and organise one’s own work priorities to ensure the achievement of all necessary targets and deadlines.
2. Participate in supervision and appraisal and undergo training as necessary, taking responsibility for one’s professional development.
3. Work as part of the HWS and wider Community Southwark teams by participating in meetings, working collaboratively with other staff, and communicating internally.
4. Complete timely monitoring reports and contribute to Annual Reports as required.
5. Provide input into strategic planning.
6. 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.
7. Help to ensure that equality of opportunity and respect for diversity are integral to the organisation’s work.
8. Support Community Southwark and HWS’s values, vision and strategic objectives.

**WHO WE ARE LOOKING FOR: PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Skills and experience** |  |  |
| Strong track record of running, and recruiting members of the public for, a range of successful engagement activities (e.g. stalls, workshops, surveys, interviews, focus groups), including:* Sensitive involvement of diverse seldom-heard or vulnerable groups
* Discussion of difficult and personal topics and/or complex pathways and experiences
* Policy/service improvement-focused engagement
* Experience of Enter and View activities with a Healthwatch
 | **x****x** | **x****x****x** |
| Track record of smoothly coordinating high-impact public events, ideally including in partnership with other organisations | **x** |  |
| Experience of recruiting, developing and retaining volunteers, using their skills effectively to achieve goals | **x** |  |
| Experience of confidently and sensitively supporting people facing difficult circumstances | **x** |  |
| Excellent verbal and written communication skills, with the ability to engage different audiences and interpret sometimes complex messages for a diverse public | **x** |  |
| Networking skills:* Demonstrated ability to build positive, professional relationships with a range of external individuals and organisations
* Demonstrated ability to deliver constructive feedback appropriately (for example, to influence engagement plans)
 | **x** | **x** |
| Track record of rigorous data recording and management, ensuring accuracy and data quality |  | **x** |
| Competence in Word, Powerpoint and Excel and contributing to databases and websites | **x** |  |
| **Interests and knowledge** |  |  |
| Good knowledge of the health and care system, ideally locally, and how patients can best navigate it and seek support | **x** |  |
| Passion for quality public health and care services and for involving patients, service users and the public at all stages of service design and improvement | **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** |  |

**ADDITIONAL INFORMATION**

**Location:** The post is currently based at Cambridge House, 1 Addington Square, Camberwell, London SE5 0HF

**Hours of work:** 35 per week

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|  | Core office hours | Flexi-time |
| Monday to Friday | 10am to 4pm | 8am to 6.30pm |

A flexi-time scheme is in operation at Community Southwark. The applicant should be willing to work the core office hours and within the flexi-time hours. The person appointed may be required to work outside these hours, for which TOIL is acquired.

**Annual Leave:** 30 days Annual Leave in addition to bank holidays. The leave year runs from 1st April to 31st March.

**Pension scheme:**There is a company pension scheme to which employees currently contribute 3% of their salaries and the employer contributes 5%.

**Probationary period:**The appointment will commence with a probation period of six months which may be terminated at a month’s notice by either side during the period.

**Other:** Successful applicants will need to prove their entitlement to work in the UK and will be subject reference and DBS checks, due to the requirement to participate in Enter and View functions.