

## **Healthwatch Community Engagement Officer**

**Responsible to:** Healthwatch Manager (line manager)

**Responsible for:** Healthwatch Rutland's work to improve health and wellbeing outcomes for adults, children and young people through engaging the public and other organisations, recruiting and supporting a volunteer network and providing information and signposting.

**Accountable to:** CEO Connected Together Community Interest Company (CTCIC)

### **Main functions of the post:**

- To lead Healthwatch Rutland's work to gather the views and experiences of adults, children, young people, vulnerable adults and carers.
- To enable local communities to have a real voice about local health and social care services and to gather and document public views on local health and care services.
- To ensure Healthwatch Rutland 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 recruit, train and support a network of Healthwatch Rutland volunteers and community Healthwatch Champions.

### **Principal duties and responsibilities of the post**

- 1) Support all aspects of Healthwatch Rutland's work with adults, children and young people including:
  - gathering the views and experiences of adults, children, young people, families, service users and carers who use health, social care and wellbeing services in Rutland
  - reporting those views using methods which will engage adults, children, young people and families, for example through social media, video, 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
  - campaigning to ensure that adults, children, young people and families are influencing the design and delivery of care and services to deliver improved health and wellbeing outcomes.

- 2) Support the Manager and volunteers to ensure that patients, service users, carers and the general public are meaningfully engaged in improving health and social care services and outcomes in the county.
- 3) 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) Understand local safeguarding policies and procedures relating to adults, young people and children, including when and how to act on concerns.
- 5) Work in partnerships that include people from community groups and support joint working between HWR and voluntary and community representatives.
- 6) Actively seek to engage with volunteers, service users, carers and advocacy organisations and seldom heard groups to increase their knowledge and use of Healthwatch Rutland, including minority ethnic communities.
- 7) To represent Healthwatch Rutland on local engagement and involvement bodies which aim to improve health and social care outcomes.
- 8) Develop the Healthwatch Rutland volunteer network and provide ongoing support for volunteers who are involved with the information and outreach activities of Healthwatch Rutland.

**General duties and responsibilities of post holder:**

- With other team members, work with other agencies to promote the focus on equalities and inclusion in Healthwatch.
- Organise and facilitate meetings and events on behalf of Healthwatch ranging from focus groups to Meetings in public.
- Gather evidence of the impact of the Healthwatch and provide monitoring information and reports as required.
- Take an active interest in ensuring the Healthwatch operates effectively, according to best practice 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 Healthwatch embraces diversity, challenges discrimination, and reflects the communities of Rutland.
- The postholder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
- 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
<b>Qualifications</b>	Educated to degree level in a relevant discipline or equivalent experience		X	<b>Application form</b>
<b>Skills, Knowledge and Experience</b>	Good understanding of the health and social care system in England	X		<b>Application form and interview including presentation</b>
	Experience of working with adults, children and young people	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		
<b>Personal Qualities</b>	Commitment to diversity and equality	X		<b>Application form and interview including presentation</b>
	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		
	Own transport	X		