



Job Title: Healthwatch Northamptonshire Manager

Responsible and accountable to: CEO Connected Together CIC (Line Manager)

Responsible for: Managing the day-to-day operational delivery of the core functions of Healthwatch Northamptonshire. Working and supporting the Healthwatch Chair, Board and volunteers.

Main functions of the post:

- To work with and support Healthwatch Northamptonshire Board members and volunteers to enable Healthwatch Northamptonshire to fulfil its statutory role and functions
- To manage a team of Healthwatch Officers responsible for delivering the core functions of Healthwatch Northamptonshire
- To develop innovative and sustainable activity which enhances Healthwatch Northamptonshire's capacity to be a strong local voice in relation to health and social care
- To help build a sustainable financial base for the organisation

Principal duties and responsibilities of the post

- 1) Manage the team of Healthwatch Officers ensuring staff work effectively and collaboratively to clear objectives which align with Healthwatch Northamptonshire's strategy, business plan and work plans
- 2) Manage the development and delivery of key Healthwatch functions to ensure they are delivered in a professional and efficient way. These include:
 - Researching and reporting on patient, user and carers experiences and views and share these with health and care commissioners and providers
 - Information and signposting about health and social care provision for the people of Northamptonshire
 - Volunteer recruitment, retention and development
 - Communicating the profile, work and impact of Healthwatch Northamptonshire
 - Robust scrutiny of health and social care in Northamptonshire
- 3) Working with the CTCIC CEO and the Healthwatch Northamptonshire Board and the wider team; develop proposals for innovative and sustainable activity which will increase the impact and reach of Healthwatch Northamptonshire and CTCIC
- 4) On occasions deputise for the CTCIC CEO at appropriate events and meetings
- 5) To be the lead Healthwatch Northamptonshire contact and represent the organisation on local engagement and involvement bodies which aim to improve health and social care outcomes
- 6) Utilise a wide variety of methodologies and tools appropriately in outreach, engagement and representation.
- 7) Understand local safeguarding policies and procedures in relation to adults, young people and children

- 8) Work in partnerships that include people from community groups and support joint working between paid officers and voluntary and community representatives
- 9) Actively seek to engage with volunteers, service users, carers and advocacy organisations
- 10) Gather evidence of the impact of the Healthwatch and provide monitoring information and reports as required.
- 11) Actively recruit, support, train, develop and retain Healthwatch volunteers

General duties and responsibilities of post holder:

- With other Healthwatch and CTCIC team members work with other agencies to promote the focus on equalities and inclusion in Healthwatch Northamptonshire
 - Organise and facilitate meetings and events on behalf of Healthwatch ranging from focus groups, Board meetings, task and finish groups to conferences
 - Take an active interest in ensuring Healthwatch and CTCIC 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 the CTCIC and Healthwatch embraces diversity, challenges discrimination, and reflects the communities of Northamptonshire
 - Work with the CTCIC CEO to ensure 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
Qualifications	Educated to degree level in a relevant discipline or equivalent experience	X		Application form
	Project management training and qualification		X	
Skills, Knowledge and Experience	Experience of managing teams to clear objectives aligned with strategy and operational delivery	X		Application form and interview including presentation
	Excellent project management skills - ability to manage multiple projects and successful delivery	X		
	Experience of developing and implementing ideas for new areas of work		X	
	In-depth understanding of the health and social care system in England, including recent reforms		X	
	Extensive experience of community engagement and understanding of patient, user and carer involvement techniques	X		
	Extensive experience of working with volunteers	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		X	
	Good IT skills including database management, PowerPoint and social media	X		
	Ability to deliver high quality work to tight deadlines	X		
	Excellent communication skills - written and verbal	X		
	Total commitment to equality and diversity	X		
Personal Qualities	Empathic, patient and sensitive - a good listener	X		Application form and interview including presentation
	Able to work calmly under pressure	X		
	Able to work occasional evenings and weekends when the need arises	X		
	Own transport	X		