

Job Title: Healthwatch North and West Northamptonshire Officer Between (28 – 35 hours)

Salary: £25,000 per annum (or pro rata according to hours)

Responsible to: Healthwatch North and West Northamptonshire Manager (line manager)

Responsible for: Carrying out Healthwatch North and West Northamptonshire's work to improve health and well-being outcomes for adults, children and young people by engaging with the public, communities and local health and care organisations. Gathering feedback from the public about their experiences of health and care and signposting individuals to support. Supporting Healthwatch North and West Northamptonshire's volunteers and working to recruit new volunteers to our organisation. Being an active presence in the community, engaging with members of the public to help bring awareness to Healthwatch, to recruit new volunteers, and to support with engagement for current projects and priorities.

Accountable to: CEO Connected Together Community Interest Company (CTCIC) and Healthwatch North and West Northamptonshire Manager

Main functions of the post:

- To support Healthwatch North and West Northamptonshire's work to gather the views and experiences of adults, children, young people and families
- To ensure that Healthwatch North and West Northamptonshire develop meaningful ways to involve adults, children, young people, families, vulnerable adults and carers in all areas of Healthwatch activity
- To enable local communities to have a real voice about local health and social care services and to facilitate responses to consultations impacting local services
- To ensure Healthwatch North and West Northamptonshire 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 manage the information and signposting role of Healthwatch North and West Northamptonshire, and document incoming data to produce quarterly reports using the customer relationship management database.

Principal duties and responsibilities of the post:

- 1) Manage all aspects of Healthwatch North and West Northamptonshire's work with adults, children and young people including:
 - Seeking and gathering the views and experiences of adults, children, young people, families, service users and carers who use health, social care and wellbeing services in Northamptonshire
 - Reporting those views using methods which will engage adults, children, young people and families etc., e.g. through social media, films, 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, including the development of Young Healthwatch Northamptonshire and the volunteer programme
 - Campaign to ensure that adults, children, young people and families are influencing the design and delivery of local care and services to deliver improved health and wellbeing outcomes.
 - Handling incoming enquires and signposting individuals who require support to local services within the community
 - Supporting with data entry and processing of feedback that Healthwatch receives through the incoming enquiries.
- 2) To support the Manager and other staff and volunteers to ensure that patients, service users, carers and the public are meaningfully engaged in improving health and social care services and outcomes in the county.
- 3) To 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) To use a wide variety of methodologies and tools appropriately in outreach, engagement and representation and understand local safeguarding policies and procedures relating to adults, young people and children.
- 5) To help manage and support the Healthwatch North and West Northamptonshire's Advisory Board, Planning Group, the volunteers and tasks

involved in it running effectively, or other task and finish groups as required. This includes supporting with notetaking, minutes and agendas.

- 6) To work in partnerships that include people from community groups and support joint working between paid officers and voluntary and community representatives.
- 7) To actively seek to engage with volunteers, service users, carers and advocacy organisations and seldom heard groups to increase their knowledge and use of Healthwatch North and West Northamptonshire, including Black, Asian and Minority Ethnic communities.
- 8) To represent Healthwatch North and West Northamptonshire and the organisation on local engagement and involvement bodies and meetings which aim to improve health and social care outcomes.
- 9) To provide ongoing support for volunteers who are involved with the information and outreach activities of Healthwatch North and West Northamptonshire.

General duties and responsibilities of post holder:

- With other team members, work with other agencies to promote the focus on equality and inclusion in Healthwatch.
- Organise and facilitate meetings and events on behalf of Healthwatch, ranging from focus groups to conferences.
- Gather evidence of the impact of the Healthwatch and provide monitoring information and reports as required.
- Lead on all of the Healthwatch incoming enquiries and feedback - this includes: logging, responding and signposting, uploading to IMP database, generating reports quarterly
- Take an active interest in ensuring the Healthwatch operates effectively, according to best practices 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 Healthwatch embraces diversity, challenges discrimination, and reflects the communities of Northamptonshire.
- 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
Qualifications	Educated to degree level in a relevant discipline or equivalent experience		X	Application form
Skills, Knowledge and Experience	Good understanding of the health and social care system in England	X		Application form and interview including presentation
	Experience of working with adults, children and young people and/or	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	
Personal Qualities	Commitment to diversity and equality	X		Application form and interview including presentation
	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	