

Job Description

Job Title:	Healthwatch Officer (Volunteering & Partnerships Lead)
Team:	Healthwatch Wiltshire
Reporting to:	Healthwatch Wiltshire Manager, Help & Care
Accountable to:	Director of Partnerships
Salary:	Grade C, Point 24 £23,172 to Point 27 £25,700 per annum
Hours:	Full time 37 hours per week

Help & Care's values are:

 **Social justice** sits at the heart of all our work and we will use it to challenge, advocate and influence policies and practices

 **Innovative** approaches to our work means we break new ground, delivering enterprising solutions, always with social, financial and environmental impact at the forefront

 **Personal** – we believe that every individual deserves to be treated with respect and compassion with their own personal needs at the centre and supported with tenacity and creativity

 Working in **collaboration** with other organisations, including the public, private and voluntary sectors, enhances our work at all levels

Healthwatch Wiltshire

Healthwatch Wiltshire is an organisation that exists to make health and care services work for the people of Wiltshire who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

Main Purpose of the Role

To use specialist interest and skills in *volunteering & partnerships, communication or engagement* to create opportunities to communicate and engage with people in Wiltshire on health and care issues (residents and stakeholders).

To ensure peoples' views and experiences are captured and listened to. To help ensure these are taken account of by decision makers in Wiltshire.

To engage with a wide range of communities, including those seldom heard or marginalised.

Responsibilities

1. Work as a team, to identify opportunities and ways of engaging local people through:
 - Community-based activities designed to promote awareness of Healthwatch and encourage individuals to share their views and experiences (good or bad)
 - Communication activities that support people to understand how we can champion local voices to be heard and how this makes a difference
 - Promoting a relationship with Healthwatch to sustain their support. Either through a commitment to maintaining communication links with them and their community, or through formal volunteering roles.

2. Identify, plan, organise, coordinate and participate in a number of events throughout Wiltshire, as determined by the agreed prioritised geographical areas within Wiltshire.

This includes:

- Researching the area, as well as examining what methods could be used to engage specific groups of people within this area, for example: local parish councillors, those who attend: schools; GP surgeries; and local support groups, and those who live in care homes or who use local health or social care services.
 - Liaising with community groups and organisations to ensure our activities: co-ordinated with their own, do not duplicate, or put vulnerable people at risk.
3. Use opportunities provided through engaging local people events, to identify and recruit people to be part of a community network and work with this network for an agreed period of time to support the development of a sustainable relationship.
 4. Actively seek out innovative ways to support local people to express their views and share their experiences.
 5. Gather data on each event for the purpose of reporting and performance management.
 6. Capture, code and accurately record views and experiences on the CRM system (evidence capturing system).
 7. Working as a team, create reports that visually demonstrate the views, experiences and unique challenges/issues within a community, so this can be used to influence and support local solutions.
 8. Use with tenacity our reported evidence to influence and support health and social care commissioners and providers to develop services that take account of and are informed by peoples' views and experiences.
 9. Make sure the local Healthwatch service is delivered to meet the Equalities Act and be appropriate to people's diverse needs.
 10. Effectively and efficiently deal with correspondence, calls and record keeping.

11. Fulfil other such duties in relation to local Healthwatch as may be required by the Healthwatch Manager.

Conditions

The working week shall be between 37 hours (as contractually agreed), worked flexibly to allow time to engage with groups who may hold their meetings in the evening or at weekends.

The post holder will be required to work from an office base in Wiltshire with travel.

As this role includes working with vulnerable people the role is subject to a satisfactory Disclosure and Barring Service certificate.

The nature of the post will require travel in the post holders own car for which expenses will be paid as set by the Trustees. The post holder will be required to hold a current driving license and have insurance that covers business usage.

The other conditions of service and other current procedural agreements will be enclosed with the post-holders Contract of Employment.