Job Description

Job title: Project Officer

Hours: Flexible, no guaranteed hours of work and you are not obliged to accept any hours of work offered to you.

Place of work: Home/office based (offices are in Melksham, Wiltshire)

Employed by: Evolving Communities CIC (formerly Healthwatch Wiltshire CIC) – a community interest company limited by guarantee and registered in England and Wales with company number 08464602.

Reports to: CEO or Manager (dependent on project)

Salary: £20,500

Contract: Sessional

Annual leave: 25 days pa and public holidays pro rata

Pension: Contributory pension scheme (employer's contribution 7% and employees contribution 5%)

Location: Melksham, with travel across the county and out of county

Background
Healthwatch was set up nationally and locally by the Health and Social Care Act 2012. The national vision for Healthwatch is that it will be the independent champion for the public promoting better outcomes for all users of health and social care services. The underpinning principle is that of '*no decision about me, without me*' meaning that service users and the public must be at the heart of all health and social care commissioning and delivery.

Healthwatch Wiltshire will be representative of its diverse communities and provide intelligence, including evidence from people's views and experiences, to influence the policy, planning, commissioning and delivery of health and social care. We will provide information to help people access and make choices about services and signpost people to help them access independent complaints advocacy.

Healthwatch England supports local Healthwatch organisations and will provide guidance and support around website development and branding. http://www.healthwatch.co.uk/

Job purpose

To support Healthwatch Wiltshire in delivering a range of engagement projects. This will include working with our volunteers and members of the staff team. Our projects include engagement on dementia, hospital discharge, patient experiences of community health and social care services, and engagement through local community forums (for example, Area Boards).

Job Summary

Volunteering: You will support the team in the development of our volunteering programme so that a wide range of people are able to be meaningfully involved in various Healthwatch activities including Enter and View, special projects, and general community networking.

Engagement: You will support the team in delivering engagement strategies and techniques to reach diverse communities throughout the county. A range of methods will be used to encourage and develop involvement and participation in the monitoring, evaluation, and improvement of health and social care services.

Team working and line management: You will work as part of a small team and be willing to be flexible and adaptable in order to deliver our business. You will be line managed by a member of the staff team (to be determined depending on the project focus). You will support our volunteers which will include supervision.

General responsibilities

- Work closely with relevant members of the staff team to share good practice and learning

- Keep up-to-date with health and social care policy developments

- Promote and raise awareness of Healthwatch Wiltshire

- Provide monitoring information as required in an accurate and timely manner

- Work collaboratively with other local Healthwatch organisations where appropriate

- Provide progress reports

- Undertake any reasonable tasks, responsibilities and activities as requested by the Chief Executive in order to ensure the smooth running of the organisation

- Maintain personal and professional competency and appropriate development

- Act at all times within the rules, policies and procedures of Healthwatch Wiltshire

- Ensure that all activities are carried out with due regard to the diversity within the county of Wiltshire and within an Equal Opportunities Framework

Volunteering

- Support in developing a range of Healthwatch Wiltshire volunteering opportunities and roles

- Support with the recruitment, training, managing and supporting of volunteers

- Utilise our volunteer network to consult and collect evidence on people's experiences of health and social care services

- Support Healthwatch Wiltshire's objectives with intelligence gathered through the volunteer network and any engagement activity relating to local provision and experiences of health and social care services. Prepare reports on outcomes of consultation and engagement activity.

Engagement

- To contribute to Healthwatch Wiltshire's work to engage, consult and involve individuals and groups from all sections of the community, including hard to reach and seldom heard communities

- Work closely with colleagues to organise engagement opportunities including meetings and focus groups across Wiltshire

- Identify community issues, needs and areas of concern through engagement activity

- Arrange outreach and community development activity in order to facilitate Healthwatch Wiltshire engagement (including, for example, focus groups, discussion groups, drop in surgeries, forums, panels, and seminars)

Person Specification – Project Officer

Criteria	Essential	Desirable
Education	• Good standard of general education	
Experience	• Demonstrable experience of engagement with individuals and/or with communities • Experience of working with volunteers and evidence of supporting their needs • Experience of organising and supporting events • Experience of providing a customer-focused service in any other setting	• Experience of project work • Experience of data collection and analysis • Experience of giving presentations and/or speaking in group settings
Knowledge	• General awareness of the work of the Healthwatch service • An understanding of diversity and equal opportunity issues as they relate to accessing health and social care services • Understanding of data protection requirements and confidentiality • Knowledge of different engagement techniques and methods	• Understanding of current health and social care issues • Knowledge of local health and social care organisations
Skills	• Full computer literacy (including Microsoft Office) • Proven organisational skills • Excellent interpersonal skills and ability to relate well to people from diverse backgrounds • Good communication skills, written and verbal	
Personal attributes	• Enthusiastic and committed to work • Proven ability to work on own initiative, plan own work programme and meet deadlines. • Ability to work as part of a team. • Willingness to take on different tasks as the role develops to meet the needs of the organisation	
Availability	• Willingness to undertake travel within the county	