

JOB DESCRIPTION

This job description is intended to provide a broad outline of the main duties and responsibilities of the role and may be subject to change in consultation with the post holder. The post holder may be asked to carry out any other reasonable duties or tasks in line with their post

JOB DETAILS	
Job Title:	Engagement Officer
FTE Salary:	£28,050
Hours:	21 hours per week (salary based on FT hours of 36.5 per week, pro rata)
Responsible to:	Chief Officer (External Business Affairs)
Responsible for:	No direct responsibility for staff
Location:	The Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT
Base:	<i>Employees can work from their home or the Pershore office. Healthwatch Worcestershire may require its employees to attend the office or other venues to meet business need e.g. training or events and may include the induction/training of new employees. See Healthwatch Worcestershire Hybrid Working Policy</i>
Special Conditions:	This role will involve some travel in the Worcestershire area. The post holder will need a full driving licence and access to a vehicle or alternatively be able to demonstrate that they can otherwise meet the travel requirements of the role. Willingness to undertake some evening and weekend working.
Security Level:	Standard plus DBS checks

JOB PURPOSE
<ul style="list-style-type: none"> • To support Healthwatch Worcestershire in the development and implementation of its business objectives. • To promote Healthwatch Worcestershire to Patients and Service Users, their Carers and the Public and Stakeholders across the Public, Private and Voluntary sectors in Worcestershire, with a focus on the Commissioners and Providers of publicly funded Health and Social Care Services. • To engage with Patients, Service Users and their Carers, either directly or through trusted third parties, to gather peoples' experiences of Health and Social Care Services. • To use those experiences to make recommendations to the Commissioners and Providers of Health and Care Services to improve those services. • To provide advice and information to people about how and where Health and Social Care Services can be accessed. • To take responsibility for a geographic area of the county and lead on a specific service areas. • Provide training and support to Assistant Engagement Officers and Volunteers.

KEY TASKS	
1.	Health and Social Care Issues <ul style="list-style-type: none"> An understanding of the Health and Social Care Services available to those who live or work in Worcestershire and of the arrangements for the commissioning and delivery of those services, including the relevant complaints process. Knowledge of the Health and Social Care needs of those who live and work in Worcestershire with a focus on communities that experience health inequalities Develop an appreciation of national policy across health and social care with a more in depth understanding of policy related to the post-holders area of lead responsibility.
2.	Engagement <ul style="list-style-type: none"> Plan, arrange, participate and lead in engagement activities with the Public, Patients and Service Users and their Carers.
3.	Communications <ul style="list-style-type: none"> Promotion of the Healthwatch brand to the public, patients, service users and carers, especially to those living with health inequalities, and to other stakeholders including commissioners and providers of health care services. Communicating in a manner and in such a way as to meet the needs of the audience, including written reports, oral communication and social media. Contribute to Healthwatch Worcestershire's external communications including the preparation of newsletters and other publications. Developing and maintaining Healthwatch Worcestershire's social media presence across appropriate platforms including website, social media and other on and offline engagement mediums. Monitoring external communications relevant to Healthwatch Worcestershire, including those from Healthwatch England.
4.	Relationship Management <ul style="list-style-type: none"> Develop and maintain relationships with stakeholders including representatives of Patient, Service User and Carer Groups and the commissioners and providers of health and social care services at service delivery level, and at strategic level with support. To develop and maintain relationships at the appropriate level with Healthwatch England and the Care Quality Commission.
5.	Managing Projects <ul style="list-style-type: none"> The preparation and implementation of project plans to support the delivery of Healthwatch Worcestershire's Business Plan objectives with the Lead Director.
	Service Evaluation <ul style="list-style-type: none"> Use of analytical techniques including literature review, use of research tools, questionnaire design, survey sampling, analysis and interpretation of data, and evidence-based report writing in the evaluation of services by patients and service users, their carers and the public. The above to include the appropriate use of AI in accordance with Healthwatch Worcestershire AI policy and subject to relevant training.
	Healthwatch Worcestershire's Policies and Business Processes <ul style="list-style-type: none"> Contribute to the development, review and implementation of Healthwatch Worcestershire's policy and business processes.

6.	Signposting <ul style="list-style-type: none"> • Provide advice and information to the public about how and where Health and Social Care Services can be accessed.
7.	Representation <ul style="list-style-type: none"> • Represent Healthwatch Worcestershire at District/NHS Primary Care Network level meetings and at 'Place' level meetings. Also represent at strategic meetings at 'Place' and ICB level with support.
8.	Equality, Diversity and Inclusion <ul style="list-style-type: none"> • Champion equality, diversity and inclusion in ensuring that the work of Healthwatch Worcestershire meets the needs of all communities with a specific focus on health inequalities, and is delivered in a way that challenges exclusion, discrimination and prejudice.
9.	Training and Support <ul style="list-style-type: none"> • Provide training and support to the Assistant Engagement Officers and Volunteers.
10.	Involving people in HWW <ul style="list-style-type: none"> • Recruit to the Reference and Engagement Group and Registered for Information. Identify potential Volunteers and Community Links
11.	Other work-related issues <ul style="list-style-type: none"> • Participate in the good governance of HWW, including Board Meetings and Team Meetings as required. • Maintain and develop HWW's quality standards. • Assist other members of HWW as appropriate. • Ensure understanding and compliance with Health and Safety and Fire Regulations. • Ensuring understanding and compliance with GDPR Regulations. • Undertake appropriate learning and development as identified through the performance appraisal process. • Undertake any other duties as may be required within the nature of the job.

PERSON SPECIFICATION ASSISTANT ENGAGEMENT OFFICER		
CRITERIA	ESSENTIAL	ASSESSED BY
Educations & Qualifications	<ul style="list-style-type: none"> • Good standard of general education and a good standard of written and spoken English 	AF I C
Knowledge	<ul style="list-style-type: none"> • A knowledge of community engagement and involvement techniques. • An understanding of health inequalities and the barriers to accessing services faced by those living with health inequalities 	
Skills & Abilities	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills, with the ability to connect with people from a range of backgrounds through a breadth of channels including social media. • Able to develop and manage relationships with a wide and diverse range of people/organisations. • Able to actively listen to and consider different points of view and to state own views in a clear and constructive way. • Able to plan, schedule and undertake tasks in the delivery of a project and write and present evidence-based reports. • Able to find out, understand and communicate Health and Social Care information to others. • Demonstrate skills and ability in delivering presentations to a range of audiences. • Able to cope with a variety of challenging situations in a calm, sensitive and professional manner. • Competent and confident IT skills including Microsoft Office (Word, Excel, PowerPoint) • Able to meet the administrative requirements of the role. 	AF I P T
Experience	<ul style="list-style-type: none"> • Experience of engaging with people from diverse backgrounds as individuals or in community groups, to listen and learn of their experiences • Experience of drafting written material including newsletters, reports and presentations. • Experience of using and managing social media channels (Twitter, Instagram and Facebook) 	AF I P T

Core Qualities	<ul style="list-style-type: none"> A commitment to challenging inequalities and improving services for all communities, with a focus on those living with health inequalities. An inclusive team worker who fosters partnerships, works collaboratively and achieves results through others. Flexible, self-motivated, keen to learn with a positive attitude towards new challenges. Able to work on own initiative. 	AF I P T
Other	<ul style="list-style-type: none"> Able to travel to meetings and events throughout Worcestershire. Willingness to undertake some evening and weekend work as required. 	AF I

	DESIRABLE	ASSESSED BY
Knowledge	<ul style="list-style-type: none"> Knowledge of Health and Care Services in Worcestershire 	AF P I
Experience	<ul style="list-style-type: none"> Experience in project management Experience in using a variety of research techniques, including questionnaire design, conducting surveys and analysis. Experience of customer service or providing people with advice and information. 	AF I

KEY	
AF	Application Form
C	Certificate
P	Presentation
T	Test
I	Interview

Compiled By:	Approved Board Meeting
Date:	20th September 2022