healthwatch Worcestershire

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:	*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
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

- 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** • 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** • Plan, arrange, participate and lead in engagement activities with the Public, Patients and Service Users and their Carers.
3.	**Communications** • 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** • 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** • The preparation and implementation of project plans to support the delivery of Healthwatch Worcestershire's Business Plan objectives with the Lead Director.
	Service Evaluation • 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 • Contribute to the development, review and implementation of Healthwatch Worcestershire's policy and business processes.

6.	**Signposting** • Provide advice and information to the public about how and where Health and Social Care Services can be accessed.
7.	**Representation** • 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** • 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** • Provide training and support to the Assistant Engagement Officers and Volunteers.
10.	**Involving people in HWW** • Recruit to the Reference and Engagement Group and Registered for Information. Identify potential Volunteers and Community Links
11.	**Other work-related issues** • 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.