

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.

Post/Title:	ENGAGEMENT OFFICER
Grade/Salary:	£23,460 to £26,520 (pro rata)
Hours:	Part Time – 20 hours per week
Responsible to:	Chief Operating Officer
Responsible for:	No direct responsibility for staff
Location:	Healthwatch Worcestershire, Civic Centre, Queen Elizabeth Drive, Pershore
Special Conditions:	<p>This role will involve frequent 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</p> <p>Willingness to undertake regular evening and weekend working</p>
Security Level:	Standard plus DBS checks
Job Purpose:	<ul style="list-style-type: none">• To support Healthwatch Worcestershire (HWW) in the development and implementation of its priorities, workplans, activities and achievements;• To engage with local people, community groups, patients and service users, ensuring wide and diverse involvement and representation, gathering their views concerning the delivery, organisation and commissioning of local health and social care services.• To attract, recruit, develop and mentor a network of volunteers willing to support engagement activity within a variety of community settings and projects.

Main Duties and Responsibilities

1. Engagement

- Undertake outreach and community development activities promoting the services of HWW with community groups and individuals, especially within hard-to-reach groups, facilitating engagement and building trust and confidence;
- Deliver presentations on HWW and its work to community groups, forums, partnership boards and statutory agencies, ensuring a two-way communication flow and facilitating partnership working between the organisations;
- Evaluate and monitor existing community-based programmes and develop and lead new programmes and events raising the profile of HWW in various locations and aimed at different sectors of the population;
- By listening to and learning from a wide range of stakeholders, identify community issues, needs, problems and priorities within health and social care;
- Attract, recruit, develop and mentor a network of volunteers willing to support engagement activity within a variety of community settings and HWW projects;
- Identify volunteer's training needs and design/deliver training packages and coaching to individuals and groups;
- Develop a marketing and communication strategy for HWW ensuring positive relationships with the public, other stakeholders and the media;
- Support the development of effective use of social media.

2. Research and Development

- Utilise research skills and experience to obtain and analyse people's views and experiences, ie questionnaire design, survey sampling, statistical analysis, literature searching and review, analysis of findings, evidence-based report writing;
- Compile evidence-based reports and deliver presentations to advise and influence the HWW Board on community issues, needs, problems and priorities;
- Interpretation, development and implementation of policy.

3. Health and social care issues

- Develop a working knowledge of the health and social care needs of the locality and ensure up to date profiles are available to support the work of HWW;
- Keep up to date with national, regional and local research related to health and social care and disseminate updates to HWW staff and members;
- Update and maintain HWW's Newsletters, weekly updates, e-bulletins and other community engagement media including the HWW website and gather feedback, comment and ideas.

4. Other work-related issues

- Participate in all Team Meetings and staff meetings as required;
- Assist with the prompt and efficient signposting of all telephone calls, post and incoming and outgoing administration;
- Undertake administrative tasks as necessary;
- Act as a champion in ensuring that the work of HWW and the support team meets the needs of all communities and is delivered in a way that challenges exclusion, discrimination and prejudice;
- Assist other members of the team as appropriate;
- Ensure understanding and compliance with Health and Safety and Fire 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

ENGAGEMENT OFFICER

SHORTLISTING CRITERIA	ESSENTIAL	Assessed by
EDUCATION & QUALIFICATIONS	<p>Good standard of general education and a good standard of written and spoken English</p> <p>A relevant Degree or equivalent experience in community engagement, research and development</p> <p>A relevant Management Diploma</p>	<p>AF I C</p>
SKILLS & ABILITIES	<p>Excellent interpersonal and communication skills</p> <p>Demonstrable skills and ability in delivering presentations to a range of audiences</p> <p>Ability to write and present evidence based reports</p> <p>Ability to problem solve, use initiative and work without supervision</p> <p>Ability to cope with a variety of challenging situations in a calm, professional and sensitive manner</p> <p>Competent and confident IT skills including Windows operating system and Microsoft Office packages (Word, Excel, Access and PowerPoint)</p> <p>Ability to meet the administrative requirements of the role</p>	<p>AF I P T</p>
EXPERIENCE	<p>Proven track record of engagement with diverse communities</p> <p>Experience of organising community events, public meetings, seminars and workshops and encouraging others involvement</p> <p>Experience in managing volunteers, identifying their training needs and designing/delivering training packages and coaching to individuals and groups</p> <p>Experience of writing newsletters, reports and other social media</p>	<p>AF I P T</p>

	<p>Experience in using a variety of research techniques including questionnaire design, survey sampling, statistical analysis</p> <p>Experience of policy interpretation, development and implementation</p>	
KNOWLEDGE	<p>Knowledge of community engagement and involvement approaches – with particular reference to health and social care</p> <p>Understanding of the issues around social exclusion and barriers to accessing services faced by marginalised and excluded communities</p>	<p>AF I P</p>
CORE QUALITIES	<p>A commitment to challenging inequalities and improving services for all communities</p> <p>An inclusive team worker who fosters partnerships, works collaboratively and achieves results through others</p> <p>Flexible, self-motivated, keen to learn and a positive attitude towards new challenges.</p> <p>Ability to work on own initiative</p>	<p>AF I P T</p>
LEADERSHIP QUALITIES	<p>Ability to lead, work with and motivate diverse organisations and groups and to work in a team environment, supporting colleagues and sharing expertise</p> <p>Ability to negotiate, persuade and influence at all levels</p>	<p>AF I P T</p>
OTHER	<p>Ability to travel to community-based meetings and events throughout Worcestershire</p> <p>Willingness to undertake regular evening and weekend working</p>	<p>AF I</p>

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

Compiled by:	June Mills HR Solutions
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