

JOB DESCRIPTION

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| Title: | Healthwatch Engagement and Outreach Co-ordinator |
| Employed by: | Voluntary Action Coventry |
| Location: health | Office/home based with significant time in community and and care settings |
| Reports to: | Engagement Lead Officer |
| Salary: | £28,000 pro rata, 7% employer pension contribution (NB the current funding agreement for the delivery of Healthwatch by VAC runs to 31 July 2023), however the function of local Healthwatch is ongoing) |
| Hours: | 25 hours per week Work outside post holder's normal working hours, evening and/or weekend work to support Healthwatch activity is required. |

CONTEXT

Healthwatch Coventry is delivered by Voluntary Action Coventry a local Charity. Healthwatch Coventry is part of network of 151 local Healthwatch in England. Our mission is to champion the voices and interests of local people in health and social care services. We're here to find out what matters to local people and make sure their views and experiences shape services by sharing these and working with those who run and plan services. We also help people find the information they need about services in their area. The Healthwatch role is defined in legislation.

PURPOSE

- To seek out the views of patients, service users and the public on matters relating to Health and Social Care in Coventry
- To develop routes to enable local people to share their experiences and views of health and care services
- To collect, record and analyse information from the public so that the voice of local people can be heard by the NHS and social care

MAIN RESPONSIBILITIES

- To build links and relationships in local communities to enable Healthwatch to hear the experiences of many people including those who are least heard
- To plan and deliver effective and creative involvement and outreach activities with individuals and groups, including actively engaging with communities that are seldom heard
- To plan and carry out activities in/for the community (e.g. group discussions, events/meetings, stalls etc)

- Using social media channels as a route for making connections in the local community and understanding the experiences/issues of local people
- To plan and co-ordinate time limited pieces of work (projects) aimed at gathering local peoples experience of NHS and care services and support and co-ordinate the activities of Healthwatch volunteers in pieces of work
- To create and undertake surveys and other methods of collecting peoples' stories and experiences
- Keep abreast of good engagement practice and actively seek out innovative ways to capture and express people's views/experiences
- To develop, write and present messages to 'sell' the role of Healthwatch to different individuals and groups so that they can identify the benefits of talking to us and wish to do so
- To generate new members and followers of Healthwatch Coventry
- To create social media content, website content and clear and accessible content for other formats such as newsletters, leaflets, posters, information sheets etc
- To record information gathered from local people, keep records of activities in line with agreed Healthwatch recording systems/procedures and produce reports as needed
- To collate, and analyse information/data showing the experiences people have shared with us about NHS and social care services
- To build relationships within NHS and care services to facilitate engagement work

OTHER DUTIES

- To provide cover for the Healthwatch information service responding to questions from the public as required
- To support volunteer recruitment and involvement
- To support Healthwatch communications and promotion work
- To provide analysis of external information relevant to the experiences of patients and the public in NHS and care services to inform Healthwatch work
- To keep abreast of health and care policy developments and services, to ensure your knowledge base is up to date to inform your work

GENERAL DUTIES

- To be flexible and provide cover for other team members as required and carry out associated duties that may arise
- Abide by organisational policy, codes of conduct and practices
- Maintain a thorough working knowledge of Healthwatch data protection and safeguarding processes

- Keep up to date with Healthwatch England information and guidance
- To enact the values of Healthwatch and Voluntary Action Coventry
- To take responsibility for personal learning and development

PERSON SPECIFICATION
Healthwatch Engagement and Outreach Co-ordinator

| Criteria | Specification | Essential (E) or Desirable (D) |
|-------------------|---|---------------------------------------|
| Experience | Experience of working with the public, patients or service users | E |
| | Experience of different community engagement approaches | E |
| | Experience of relationship building | E |
| | Experience of creating work or project plans, or working to outcomes | E |
| | Experience in the use of social media | E |
| | Experience of working with BAME communities or people from excluded or disadvantaged communities | D |
| | A local connection with Coventry and Coventry communities | D |
| | Experience of qualitative research methods | D |
| | Experience of analysis of information or data to turn it into something to be used in another way | D |
| Skills | Ability to build and maintain good relationships and relate to a wide range of people | E |
| | Active listening skills | E |
| | Written communication skills: writing in plain English to produce different types of documents | E |
| | Ability to design and create surveys aimed at local people | E |
| | Ability to prioritise and plan work – enabling you to co-ordinate input from different people within set timeframes | E |
| | Ability to think analytically and critically and look below the surface | E |
| | Information analysis skills – being able to turn data and narrative into understandable information | E |
| Knowledge | Understanding and use of community engagement and participation principles and techniques | E |
| | Good understanding of the needs and challenges faced by diverse and excluded communities | E |
| | IT skills including: experience of Microsoft Office, Excel, Outlook, Excel, Social Media | E |
| | Knowledge of local Coventry communities and its geography | D |

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| Behaviours | Commitment to Voluntary Action/Healthwatch values, policies and procedures including all policies related to volunteers/volunteering | E |
| | Be able to work effectively both independently and within a small team with minimum supervision | E |
| | Commitment to develop own learning | E |
| | Commitment to work flexibly to meet the needs of VAC and Healthwatch Coventry, including evening or weekend work as necessary and planned | E |
| | Full driving license and use of a car to travel to undertake Healthwatch work in different locations as needed and to transport Healthwatch equipment etc | E |

Contra-indicators

Any previous convictions which would render the person unsuitable to work with vulnerable people or enter premises where vulnerable people are being cared for. This post is exempt under Section 4 (2) of the Rehabilitation of Offenders Act, and the successful candidate will be DBS checked prior to taking up the post.