

Job title: Healthwatch Information and Signposting Officer

Employed by: Voluntary Action Coventry

Reports to: Healthwatch Chief Officer

Salary: £25,801 pro-rata £7% pension

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 over 5 days

(Generally office hours, with some evening and/or weekend work, for which time off in lieu will be given)

Location: Office/home based with some time in health and social care and community settings

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 to 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 views with those who have the power to make change happen. We also help people find the information they need about services in their area. The Healthwatch role is defined in legislation.

PURPOSE

- To lead the delivery of the Healthwatch Coventry information service answering questions from the public
- To provide information and signposting to individual local people to help them navigate health and social care services in Coventry and be able to raise their concerns
- To support other Healthwatch work and projects related to information for the public and gathering views of NHS and care services

MAIN RESPONSIBILITIES

- The day to day running and planning for the Healthwatch information service function of providing information to the public undertaking all aspects of work needed for an effective service

- To listen to and respond to people contacting the information service either via the telephone, email, post or any other means we agree to put in place, about a wide range of health and care related enquiries and provide appropriate answers and responses in the manner that meets their needs
- To gain an understanding of the question or issue and assist the individual in exploring the options (including providing information resources, self-help guidance; signposting or referring to an appropriate service)
- To understand the work of external information providing/complaint handling organisations/departments, making links with organisations to build and maintain positive working relationships to support the signposting and referral of clients.
- To make appropriate referrals to the local NHS Complaints Advocacy support service
- To make all necessary assessments of potential safeguarding concerns regarding individuals or services and follow appropriate policy and referral practice including liaison with the safeguarding team at the council where this is needed.
- To develop and maintain a broad base of knowledge of people's rights connected with health and social care and a good understanding of local NHS and social care services and which service does what
- To work with other team members and to co-ordinate activities to support the Information Service during busy periods
- To support Healthwatch colleagues when they provide cover for the information service
- To train and supervise volunteers recruited to support the Healthwatch information service
- To maintain up-to-date records of enquiries received and work undertaken using the agreed recording methods and formats. This will include compiling information to be shared with Healthwatch England
- To produce reports and case studies to be used to influence the improvement of services, to show the work we have been doing and the benefit of the service having due regard to policies such as data protection and confidentiality. This includes quarterly reports aimed at our commissioner and content for the Healthwatch annual report
- To research, collect, and update information to be used to support people with their enquiries/questions
- To promote the Healthwatch information service through a range of means
- To plan, write website and social media content aimed at providing information to local people or highlighting the work of the information service working with our communications lead
- To attend meetings and undertake outreach activities in order to increase awareness of the service and Healthwatch amongst referral organisations and the public.

OTHER RESPONSIBILITIES

- To assist in other Healthwatch activities to collect public feedback on NHS and social care service via a range of different activities as agreed
- To assist in the collating, inputting, analysis and reporting of information for Healthwatch pieces of work as needed
- To attend external meetings on behalf of Healthwatch Coventry as agreed with the Chief Officer.

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 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

Healthwatch Information and Signposting Officer

PERSON SPECIFICATION

When completing this application form you need to demonstrate that your knowledge, skills, and experience match the requirements listed below, or that you have the potential to develop these.

| Criteria | Specification | Essential (E) or Desirable (D) | Assessed by Application (A) Interview(I) Task(T) |
|-------------------|---|--------------------------------|--|
| Experience | Experience of responding to and providing information to members of the public by phone and other methods | E | A, I |
| | Experience of the practical use of Safeguarding policy/process and of data protection policy and process | E | I |
| | Experience of work planning, working to targets and outcomes | E | A, I |
| | Experience of researching information and asking relevant questions to look below the surface | E | A, I |
| | Experience of collating and recording information and using this to produce reports | E | A/I |
| | Experience of working with people from BAME communities or people from excluded communities | D | A, I |
| | Experience of writing information for a public audience | E | A/I |
| | Experience of working with or co-ordinating volunteers | D | A, I |
| | Strong connection with Coventry or understanding of Coventry communities | D | I |
| Skills | Clear and calm verbal communication with people of varying communication needs | E | I |
| | Active listening skills – ability to gather information by listening and asking questions | E | I |
| | Empathy and understanding | E | I |
| | Ability to deal with people who are upset and expressing themselves in a more challenging way | E | I |
| | Ability to write in plain English to produce information for the public | E | A,T |
| | Record keeping skills and attention to detail | E | A, I |
| | Ability to work on own initiative, plan work and manage your own time within the context of a team | E | A, I |
| | Ability to form and maintain good working relationships with external organisations/contacts | E | A, I |

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|-------------------|---|----------|-------------|
| | Ability to speak another community language used in Coventry | D | A |
| Knowledge | Well-developed working knowledge of Microsoft Office programmes including Excel for recording and reporting information | E | A,T |
| | Of Data Protection regulations and confidentiality boundaries | E | A, I |
| | Of Safeguarding issues, and practice | E | A, I |
| | Good understanding of the needs and challenges faced by diverse and excluded communities | E | I |
| | Understanding of the Health and Social Care services in Coventry | D | I |
| | Of good practice in working with and supporting volunteers | D | A, I |
| Behaviours | Commitment to Healthwatch Coventry's values, policies and procedures | E | I |
| | Effective team player with good team working skills | E | I |
| | Commitment to develop own learning | E | I |
| | Commitment to work flexibly to meet the needs of VAC and Healthwatch Coventry, including evening or weekend work as necessary and planned | E | I |

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.