

VOLUNTARY ACTION COVENTRY (VAC) JOB DESCRIPTION

Title:	Healthwatch Community Research and Volunteering Co-ordinator
Employed by:	Voluntary Action Coventry 27-29 Trinity Street Coventry CV1 1FJ
Location: =	Office based with significant time in health and social care settings and the community
Reports to:	Healthwatch Chief Officer
Salary:	£25,951 pro rata, 7% employer pension contribution (NB the current funding agreement for the delivery of Healthwatch by VAC runs to 31 March 2020, however the function of local Healthwatch is ongoing)
Hours:	30 hours per week to be worked over 4/5 days (including Friday). Some work outside post holder's normal working hours, evening and/or weekend work to support Healthwatch work is required

Purpose:

1. To organise Healthwatch research projects/work gathering feedback on NHS and social care services via 'Enter and View'* and other methods as part of the Healthwatch work programme.
2. To co-ordinate, supervise and support Healthwatch volunteers to carry out Enter and View and other Healthwatch activities.
3. To recruit and train new volunteers to these roles and provide ongoing support.

[Enter and view is the name of a specific Healthwatch power to visit NHS and social care premises for the purpose of seeing how services are delivered and gathering feedback from patients/service users. The method involves observations and interviews].*

MAIN RESPONSIBILITIES

- To plan, co-ordinate and support volunteer involvement in Enter and View visits to health and social care settings and other activities to gather views and feedback on NHS and care services
- To undertake and support the writing of reports of findings from enter and view visits and other activities undertaken by volunteers and staff to ensure that good quality (rigorous) findings and recommendations are produced
- To produce and deliver project plans, ensuring that work is co-ordinated and completed within agreed timescales and resources, with appropriate rigour and competence and outcomes. Undertake problem solving as necessary.

- To promote volunteering in Healthwatch Coventry, recruit volunteers and train them to a sufficient level for their roles (induction and ongoing)
- To assess individual's skills and support needs and support the development of volunteers' knowledge, competence and skills
- To maintain quality standards for volunteering activities ensuring volunteers enact the Healthwatch code of conduct and are able to gather good quality information about local NHS and care services through the community research methods used
- To lead and motivate volunteers and provide one-to-one or group support for volunteers
- To maintain understanding of issues related to volunteering roles such as safeguarding; dementia awareness etc
- To build and maintain strong relationships with external contacts and liaise externally to co-ordinate projects
- Work with Chief Officer regarding findings, reports and recommendations for change and how to influence changes
- To develop and maintain an understanding of local health and social care services
- To support Healthwatch communications work including that related to volunteering
- To maintain records and produce reports necessary for the monitoring of outcomes and to evidence work for the funder, Healthwatch Steering Group, partners and the wider community.
- To provide necessary support to the community engagement work of Healthwatch
- To provide cover for other team members as required

GENERAL DUTIES

1. To carry out the duties of the post at all times in accordance with Voluntary Action Coventry's Health and Safety, Equal Opportunities and all other policies and procedures
2. To attend, submit reports to and service meetings as required
3. To collect information and submit articles for Voluntary Action Coventry publications as required
4. To maintain a neat and tidy workstation, enabling others to find materials in your absence whilst protecting confidential items
5. To carry out any other reasonable and necessary duty requested by the line manager

PERSON SPECIFICATION
Healthwatch Community Research and Volunteering Co-ordinator

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

Criteria	Specification	Essential (E) or Desirable (D)	Assessed by Application (A) Interview(I) Task(T)
Experience	Experience of volunteering; working with and supporting volunteers; or another role co-ordinating people	E	A, I
	Experience of working to project plans, targets and outcomes	E	A, I
	Experience of analysing information, critical thinking and producing findings	E	A, I
	Experience of working in or being part of a team	E	A,I
	Experience of working with patients and service users and/or people from excluded communities	D	A, I
	Experience of working with/liaison with a range of professionals and decision makers	D	A, I
	Experience of devising or running training	D	A, I
Skills	Ability to form and maintain good working relationships and relate well to a wide range of people	E	I
	Ability to communicate with, supervise and empower volunteers to be effective in their roles	E	I
	Inter personal skills enabling effective communication with people with varying communication needs	E	I
	Active listening skills - ability to gather information by talking to people	E	I
	Written communication skills: ability to write in plain English; produce reports suitable for external audiences, produce questionnaires and other tools to be used during enter and view visits	E	A,T
	Planning and time management skills - enabling you to co-ordinate input from different people into pieces of work within set timeframes; plan multiple strands of work and meet goals	E	A,I

	Ability to think analytically and critically to ask relevant questions on visits and to marshal information such as survey findings and undertake analysis results	E	I,T
	Ability to manage conflict and problem solving whilst retaining a positive attitude	E	I
	Ability to work on own initiative, balance competing priorities and demonstrate a flexible attitude to changes in tasks	E	A,I

Knowledge	Knowledge of good practice in working with volunteers	E	A,I
	IT skills including: experience of Microsoft Office, Excel, Outlook, Excel, Social Media	E	A,T
	General understanding of importance of research and research methods	E	A,I
	Good understanding of the needs and challenges faced by diverse and excluded communities	E	I
	Knowledge of good practice in public and patient involvement	D	I
	Understanding of the Health and Social Care services and issues in Coventry	D	A,I

Behaviours	Commitment to Healthwatch Coventry's values, policies and procedures including all policies related to volunteers/volunteering	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.