

Dear Applicant,

Re: Engagement and Outreach Officer

Thank you very much for your enquiry about the above post. Please find enclosed an application pack consisting of:

- A copy of the job advert
- Job Description and Person Specification
- An overview of Healthwatch Warwickshire
- What we can offer you
- Guidance notes for completing the following forms:
- A personal details form, an equal opportunities monitoring form and the main application form (one separate document).

The closing date for applications is midday on Friday 20th September 2019

Completed applications may be returned via email to info@healthwatchwarwickshire.co.uk or posted as detailed on the application form.

Interviews will take place on Friday 4th October 2019

We look forward to receiving your application and thank you for your interest.

Yours sincerely

Chris Bain

Chief Executive

Your spotlight on local services

Healthwatch Warwickshire CIC, 4 & 6 Clemens Street, Leamington Spa, Warwickshire, CV31 2DL

Telephone: 01926 422823

info@healthwatchwarwickshire.co.uk

www.healthwatchwarwickshire.co.uk

Company Interest Company 8181496

Engagement and Outreach Officer Advert

Healthwatch Warwickshire is recruiting

Engagement and Outreach Officer

Healthwatch Warwickshire - Leamington Spa, Warwickshire

£25,438 per year FTE (pro rata)

Part-time, 25 hours per week

2 year fixed-term contract

Healthwatch Warwickshire is the independent consumer champion for people who use health and social care services in Warwickshire.

We are seeking an experienced Engagement and Outreach Officer who can help us develop and enhance our engagement activity across Warwickshire, ensuring the views of local people, groups and organisations are fully represented and understood by Healthwatch Warwickshire.

The successful candidate must also be able to demonstrate an aptitude for developing relationships with seldom heard communities and partner organisations in order to further develop our engagement and outreach work.

The post holder will also have excellent verbal and written communication skills and be able to work on their own initiative, whilst being a strong team player.

If you are interested in this role, please download an application pack from

www.healthwatchwarwickshire.co.uk

Please complete the required forms and follow the guidance notes.

No CV's please.

For an informal discussion about the role please email the Chief Executive, Chris Bain

[Telephone 01926 422823](tel:01926422823)

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Job description for: Engagement & Outreach Officer

Job Title: ENGAGEMENT AND OUTREACH OFFICER (Communities)
Salary: £25,438 (FTE) Hours: 25 hours Contract: fixed-term 2 years
Job Purpose
<p>Healthwatch Warwickshire is striving to become increasingly outward facing in its approach. Working directly with communities to ensure that the voices of patients and the public are properly heard when decisions about their health and social care services are being made.</p> <p>We are looking for a motivated Engagement and Outreach Officer to join Healthwatch Warwickshire and work as part of the existing Engagement and Outreach team. This role will look specifically at how to increase our relationships and engagement work in local community groups throughout Warwickshire.</p> <p>As an integral member of the Healthwatch Warwickshire team you will be expected to seek out the views of patients and the public on matters relating to Health and Social Care. Ensuring that the views of local people, groups, and organisations are fully represented and understood by Healthwatch Warwickshire.</p>
Duties and Responsibilities
Work with the other Engagement and Outreach Officers and wider Healthwatch Warwickshire team to develop and deliver a strategic engagement plan identifying key partners and organisations to work with to ensure the greatest reach and impact.
Work with the other Engagement and Outreach Officers to develop and deliver outreach activities with partners, groups, and individuals including actively engaging with communities who are seldom heard.
Work with the other Engagement and Outreach Officers to plan, develop, and deliver engagement activities (e.g. workshops, focus groups and events etc).
Work with the other Engagement and Outreach Officers to ensure the development of HWW's public profile in areas identified in the Healthwatch Warwickshire workplan. This role will in the first instance be looking to increase our engagement and outreach in the North of Warwickshire and the rural South.
Based on patient and public feedback, identify key messages and intelligence and communicate this to other relevant staff within the organisation (e.g. Head of Operations and the Insight and Communications Officer).
Work with health and social care providers to identify ways in which they can improve their patient and public engagement.
Working with the other Engagement and Outreach Officers and the volunteers to deliver an effective Enter and View service if required.
Working with the other Engagement and Outreach Officers to recruit, support, supervise and coordinate volunteer activity to support the delivery of HWW priorities.
General Responsibilities

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<ul style="list-style-type: none"> • To work as an integral part of the Healthwatch team, in particular to work closely with the other Engagement and Outreach Officers • To be flexible and carry out associated duties that may arise, develop or be assigned in line with the broad remit of the post • Treat with confidentiality any personal, private or sensitive information about individuals, organisations, staff and volunteers • Support and promote diversity and equality of opportunity in the workplace • Abide by organisational policy, codes of conduct and practices
Structure and Management
The post holder will report to the Head of Operations.
Budget Responsibilities
None
Other Requirements
DBS check Full driving licence will be required. You will be expected to drive throughout the County to fulfil the requirements of the role. Occasional evening and weekend work will be required

Person Specification for Engagement & Outreach Officer

Essential attributes
Knowledge of, and/or interest in, health and social care services contributing to the empowerment of service users and patients/public
Qualifications
There is no requirement for formal qualifications. All applications and equivalent experience will be considered.
Experience
Experience of working in partnership with other organisation and/or community groups to achieve mutual outcomes
Experience of working with and supporting volunteers
Experience of outreach work - identifying opportunities for engagement and being proactive about reaching individuals to understand their needs and concerns
Skills
Excellent communication skills - being able to confidently communicate to groups of people about the work that we undertake and the reason why, being a good listener, having the ability to process complex information and provide answers in a clear and succinct manner. Have an empathetic manner, having the ability to care and understand how other people feel
Excellent interpersonal skills: Approachable - have a natural ability to build a rapport quickly with members of the public and key stakeholders
Ability to maintain a high level of confidentiality
Good time management skills in order to manage workload and conflicting demands
Good application of Microsoft Office packages
Abilities
Ability to work on your own initiative, work alone, and as part of a wider team

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A keen interest in people’s experiences with a desire to connect with people from diverse backgrounds
Ability to problem solve and perform basic computer-based research
Confident driver and have access to a car with adequate insurance for use in your day to day work
Desirable attributes
Degree or Diploma in relevant subject
Experience of engagement with users of health and social care services and the organisations and groups that represent them
Experience of developing and leading projects/programmes
Experience of carrying out Enter and view visits

An Overview of Healthwatch Warwickshire

The Health and Social Care Act 2012 established Local Healthwatch organisations across the country on 1st April 2013.

Healthwatch Warwickshire (HWW) is a Community Interest Company Limited by Guarantee.

HWW is supported by Public Health Warwickshire and by Warwickshire County Council as the commissioner of Local Healthwatch but remains fully independent.

Healthwatch Warwickshire employs its own staff and involves volunteers in its aim to become an influential and effective voice on behalf of the public on matters relating to health and social care.

What does Healthwatch Warwickshire do?

Healthwatch Warwickshire is the independent champion for people who use health and social care services. We aim to find out what people like about services, and what could be improved, we then share those views with key decision-makers and services to make sure people get the support they need.

Healthwatch Warwickshire provides an information and signposting service to help people find the information they need about services in Warwickshire. As well as seeking the public’s views ourselves, we also encourage health and social care services to take account of people’s views and involve them in the decisions that affect them.

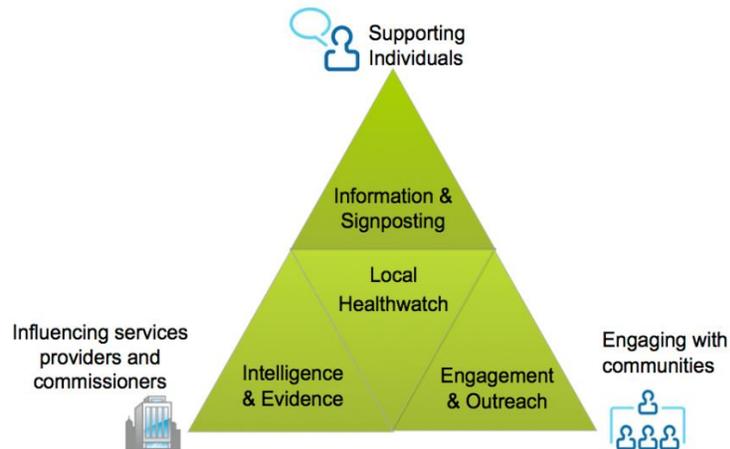
Our Mission

- to be the “consumer association” for those who use health and social care services in Warwickshire

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- to enable those who are seldom heard to have a real say and an effective voice in the decisions that affect them
- to be a critical friend to those who provide health and social care service in Warwickshire



What is Enter and View?

Visiting providers of health and social care services is the most hands-on way that any Local Healthwatch has to ensure that local services are fit for purpose. It allows us to observe for ourselves how local services are being run, and to speak to staff and service users to collect their views.

Under Healthwatch regulations, local service providers have a duty to allow Healthwatch organisations to ‘enter and view’ their premises, so that our Authorised Representatives (including volunteers) can see and hear how local people are experiencing the services provided.

More details of our work and Enter and View Reports can be accessed from our website at

<http://www.healthwatchwarwickshire.co.uk>

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What We Can Offer You

Annual Leave - 25 days plus statutory bank holidays.

Flexible Working - A flexible working policy that provides employees flexibility in working hours and the ability to acquire time off in lieu.

Employee Development - Active encouragement not only to assist performance in the current role but also for the benefit of personal development.

Occupational Pension - HWW complies with Pension Auto-Enrolment Legislation. Eligible employees will be subject to auto-enrolment into the HWW Occupational Pension Scheme. HWW will contribute 3% of gross salary into the employees' pension fund and employees are contractually required to contribute with a matched 3% contribution. This will apply to all employees if they fall above the statutory earnings and age bands requiring automatic enrolment.

Employees not meeting the eligibility criteria have the option to join the scheme on the same contribution basis.

Further details of HWW pension scheme will be provided to you during your induction. Assessment to entitlement for new employees will be deferred for three months pending completion of the probationary period.

GUIDANCE NOTES FOR COMPLETING THE APPLICATION FORM

To have the best chance of success:

- Tailor your application of the job advertised focusing on the PERSON SPECIFICATION.
- Explain how you meet each of the criteria, by providing information about, or examples of your skills and experience gained. This may be in paid employment, as a volunteer or within your personal capacity.
- Answer each point in detail - **the recruitment panel cannot guess or make assumptions**. For example, it is not enough to say 'I am well organised' - you need to explain how you organise yourself.

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- Remember that the short-listing panel are seeking to appoint the applicant who best meets the criteria specified in the person specification in accordance with equal opportunities.

Please **do not** send a CV or an additional letter, as it will not be considered when short listing takes places.

Please write clearly and concisely, using black ink or type.

Equal Opportunities

Healthwatch Warwickshire is an Equal Opportunities employer, therefore, please do not add your name to any part of the main application form. The short-listing panel will not see the information provided by you on the personal details and the monitoring forms.

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