

E&O May 2022



Dear Applicant,

Re: Engagement and Outreach Officer

Thank you very much for your interest in Healthwatch Warwickshire. 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 application form

The closing date for applications is midday on Friday 17th June 2022

Completed applications may be returned via email to info@healthwatchwarwickshire.co.uk

Interviews will take place on the week commencing 27th June 2022

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

Yours sincerely

Chris Bain

Chief Executive

Engagement and Outreach Officer Advert

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

E&O May 2022

Job advert

Healthwatch Warwickshire is recruiting an Engagement and Outreach Officer

Healthwatch Warwickshire – home-based with an expectation to travel within Warwickshire and an office base is available in Leamington Spa

£28,190 per year FTE (pro rata)

Part-time, 25 hours per week

Permanent

Healthwatch Warwickshire is the independent health and social care champion. From Shipston to Atherstone and everywhere in between, we make sure that NHS leaders and other decision makers hear the voice of patients and the public and use feedback to improve care.

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 local communities and partner organisations in order to further develop our engagement and outreach work and ensure that the feedback that we hear is representative of people living in Warwickshire.

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 call the Chief Executive, Chris Bain

[Telephone 07873 811971](tel:07873811971)

Closing date: **Friday 17th June (midday)**

Interviews: **week commencing 27th June**

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Job description for: Engagement & Outreach Officer

Job Title: Engagement and Outreach Officer	
Salary: £28,190 (FTE) Hours: 25 hours Contract: Permanent	
Job Purpose	
<p>Healthwatch Warwickshire is an outward facing community interest company. We work directly with and alongside 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 team. This key role will look specifically at how we will build our relationships with local community groups throughout Warwickshire.</p> <p>As a member of the Healthwatch Warwickshire team you will be expected to seek out and listen to 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 not currently heard ensuring equal opportunities.	
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.	
Work as part of the Engagement and Outreach team to deliver and support our Information and Signposting service. This includes responding to enquiries from the public, research, and providing accurate signposting.	
Based on patient and public feedback, identify key messages and intelligence and communicate this to other relevant staff within the organisation (e.g. Insight and Communications Lead).	
Work with health and social care providers to identify ways in which they can improve their patient and public engagement.	

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Working with the other Engagement and Outreach Officers to recruit, support, supervise and coordinate volunteer activity to support the delivery of HWW priorities. This may include supporting colleagues in delivering an effective Enter and View service.
General Responsibilities
<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 Chief Executive.
Budget Responsibilities
None
Other Requirements
<p>DBS check</p> <p>Full driving licence will be required. You will be expected to drive throughout the County to fulfil the requirements of the role.</p> <p>Occasional evening and weekend work will be required</p>

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. Setting up new networks based on identified needs within communities.
Experience of working with and supporting volunteers
Experience of outreach work – identifying opportunities for engagement and being pro-active 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

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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 project management skills to ensure that work meets expected criteria, within time and budget
Good time management skills in order to manage workload and conflicting demands
Good application of Microsoft Office packages and other online platforms such as Zoom
Abilities
Ability to work on your own initiative, work alone, and as part of a wider team
A keen interest in people's experiences with a desire to connect with people from diverse backgrounds
Ability to problem solve and perform 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 visits to providers of health and care services

For more information:
<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 toil (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 5% contribution. This will apply to all employees if they fall above the statutory earnings and age bands requiring automatically 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.

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