

Role: Lay Involvement Coordinator

Job Title:	Lay Involvement Coordinator
Employer:	Healthwatch Torbay and Engaging Communities South West Board of Directors
Responsible to:	Healthwatch Torbay & Engaging Communities South West Chief Executive
Hours:	22 Hours Flexible (Core hours Monday to Friday)
Salary:	£25,000k pro rata (Full time equivalent)
Location:	Home working during COVID restrictions. Office address Paignton Library, Great Western Road, Paignton TQ4 5AG
Contract arrangement:	12 months fixed term contract

Background

Healthwatch is a consumer champion for the public, patients, carers and their families who use health and social care services.

A key role of a Local Healthwatch organisation is to promote the local consumer voice to ensure that the views and experiences of patients, service users and the public are used to improve health and social care services.

There is now an exciting opportunity to join Healthwatch Devon Plymouth and Torbay (HWDPT) as our Lay Involvement Coordinator, to help develop the next stage of our strategic involvement programme. This role will be instrumental in ensuring that the voices of local people are at the heart of HWDPT and are used to influence the design, development, improvement and delivery of local health and social care services.

The post holder will need to be highly organised and motivated with strong administrative skills and volunteer support experience, to support the team's daily activities and have a good knowledge and understanding of the health and social care landscape.

You will play a vital part in supporting and developing Volunteer Lay and Strategic Representatives (for the purpose of this document referred to as Representatives) to ensure that Representatives have a real say within HWDPT and how the consumer voice is used to feed into senior health and social care professionals and clinicians to help deliver change for local people.

Healthwatch Devon, Plymouth and Torbay is run in partnership by three local organisations - Colebrook South West, Healthwatch Torbay & Engaging Communities South West and Citizens Advice Devon.

The post holder will be employed by Healthwatch Torbay & Engaging Communities South West, working wholly on the Healthwatch project. The successful applicant will be required to undertake a standard DBS check.

Purpose of the Role

Legislation states that Healthwatch must ensure they involve lay people in key aspects of its work and that they should be included in decision making activities on behalf of the public.

You will be required to:

- Ensure HWDPT can demonstrate its involvement of Representatives
- Manage and support Healthwatch Representatives in all aspects of HWDPT work plans
- Liaise with the HWDPT Volunteer Lead for volunteers
- Recruit train and manage the integration of Representatives across the Healthwatch service applying relevant legislation policies and procedures where appropriate.
- Develop and support three separate Representative Steering Groups for Devon, Plymouth & Torbay
- Develop a skilled team of Representatives to attend relevant stake holder meetings on behalf of HWDPT to ensure the voice of local people is heard and acted upon
- Respond to the introduction of any new legislation, policy and initiatives to apply any changes or structure required for Representatives.

Main Duties

- To promote lay and strategic involvement in HWDPT
- Ensure work undertaken reflects and supports the HWDPT equality and diversity strategy
- Recruit representatives into key roles working with other members of the Senior Healthwatch Team
- To run any required training in accordance with HWDPT policies and procedures
- Support individual Representatives with the skills and knowledge required to undertake their role
- To manage Representative's activity including setting up meetings gathering information and debriefs from any activities or meetings Representatives are attending

- Keep up to date with HWDPT workplan, priorities and main issues being raised by the public
- Build strong relationships with Health and Social Care Services to respond to request for Representatives to attend key meetings etc.
- Have a good understanding of the issues and concerns of Representatives and be the key point of contact
- Maintain working knowledge of Healthwatch policies and procedures especially data protection and safeguarding process
- To provide some general administrative assistance including arranging Steering Group agendas, booking meetings etc
- Carry out any other duties as may be required by the Healthwatch team that are consistent with the duties and responsibilities of this post.

Person Specification

Essential requirements for the role

- A good standard of education including good English communication skills, both written and verbal, including the ability to produce clear, concise reports and actions from meetings
- Experience of networking and working in partnership with other organisations involved in the commissioning and provision of health and social care services
- Experience of working with and supporting volunteers
- Computer literacy to include use of all Microsoft applications and email and ability to learn new skills quickly
- Ability to work as part of a team
- Organisational and time management skills
- Self-motivated, with initiative and willingness to be flexible
- Commitment to equality and diversity and to providing accessible communications and opportunities to engage
- Understanding of how to work within professional boundaries
- Ability to analyse and draw conclusions from a range of information

Desirable requirements for the role

- Experience of managing difficult situations or conflict with individuals
- Experience of working in or with the voluntary and community sector
- Commitment to equality and diversity
- Enthusiasm, energy, and resilience
- Willing to work in co-operation with team members
- Willing to work flexibly and creatively within their role
- Good sense of humour.