

**Healthwatch Engagement Officer**

**Job Title:** Healthwatch Engagement Officer

**Employer:** Healthwatch Torbay and Engaging Communities Southwest

**Responsible to:** Healthwatch Engagement Lead

**Hours:** 15 hours flexible **(**some weekend working may be required**)**

**Salary:** £ 19,625 per annum pro-rata (based on £10.20 per hour)

**Location:** Healthwatch Torbay Office, Paignton and various outreach

 Locations across Devon, Plymouth and Torbay

**Contract:** Fixed term until 31st March 2023

**Pensions:** Employee pension scheme available through NEST

**Background**

Local Healthwatch organisations were established as fully independent consumer champions run by local people, for local people. We are part of a national network of Local Healthwatch that was set up under the Health and Social Care Act 2012.

Healthwatch England is the national body for Healthwatch, working with the network of 152 local Healthwatch (such as Healthwatch Devon, Plymouth and Torbay) and other partners to address national issues with access to and quality of health and social care services.

Healthwatch gather and represent the views of the public in order to influence improvements in health and care service provision and share good practice

There is now an exciting opportunity to join Healthwatch in Devon, Plymouth & Torbay Engagement Team to enhance their ability to gather patient experiences of local Health & Social Care Services which will help to shape improvements to services received by our local population.

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

The post holder will be employed by Healthwatch Torbay and Engaging Communities South West, working wholly on the Healthwatch project.

**Engagement Officer Job purpose**

To ensure wide, diverse and representative participation of citizens across Devon, Plymouth & Torbay with Healthwatch and to gather and record the views of the public and of service users concerning the delivery, organisation and commissioning of local health and social care services.

The post holders will work to engage with diverse community groups and user and carer groups, including young people, the elderly, and people from black and minority ethnic backgrounds with a special focus on the seldom heard and hard to reach. A range of methods will be used including events, forums both face to face and online to encourage and develop their involvement and participation in the monitoring, evaluation and improvement of health and social care services.

**Main Duties and Responsibilities**:

* Assist in the delivery of a range of engagement activities including events and meetings either face to face or online
* Ensure all engagement activities include harder to reach groups including young people and seldom heard
* work with Healthwatch staff, volunteers and local voluntary and community groups to gather patient feedback and experience of local Health & Social Care Services
* Assist in identifying and recruiting new HW Assist members to build the network
* Work with the Digital Engagement Officer to identify and recruit patient panel members
* Attend relevant training.
* Anything else relevant to the role

**Essential including skills and ability:**

* Excellent interpersonal skills with a range of people and situations
* Ability to communicate effectively both verbally and in writing with a broad range of volunteers, staff and members of the public
* Good time management
* Prioritise workload
* Ability to work flexible hours when necessary (this may include some ad-hoc weekends)
* Good IT Skills
* Ability to work with a wide range of people, developing good working relationships with colleagues, volunteers and community organisations
* Confident in working under their own initiative and as part of a team

**Desirable:**

* Knowledge and understanding of the health and social care sector
* Self-motivated
* Flexibility
* Good communication skills
* Experience of delivering training
* A relevant IT qualification