

Job Description:
Healthwatch Devon Service
Coordinator

March 2023

- Job Title:** Healthwatch Devon Service Coordinator
- Salary:** FTE £29,668 (pro rata)
- Hours:** 32 hrs/week
- Location:** Remote working from home or office-based on request at Paignton Library.
Will also include travel across wider Devon area.
- Employer:** Healthwatch Torbay and Engaging Communities Southwest (HWT & ECSW)
- Reports to:** HWT & ECSW Chief Executive Officer
- Contract:** 1 year Fixed term, with possible 2-year extension.
- Pensions:** Employees' 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 to influence improvements in health and care service provision and share good practice.

Healthwatch in Devon, Plymouth, and Torbay (HWDPT) is hosted by a partnership of three local organisations – Colebrook (Southwest) lead, HWT & ECSW and Citizens Advice Devon.

The post holder will be employed by HWT & ECSW, to work within the HWDPT project.

We offer an exciting opportunity to join our dynamic team that delivers (HWDPT).

The post holder will play a vital role in continuing to develop and deliver local Healthwatch services, ensuring the patient voice is represented at all levels within the emerging Integrated Care System (ICS) with a prime focus in the Devon area.

You must be able to demonstrate an understanding of health and care systems across the footprint of Devon. Knowledge about ICS and Local Care Partnerships would be useful but not essential as full training will be given.

The ideal candidate will ensure place based and systems development meets patient needs and expectations. You will need excellent organisational and communication skills and analytical skills will be helpful. You should be able to lead and engage others including Lay volunteers and staff within the HWDPT team.

This is a Devon-wide role that calls for an outstanding individual with genuine interest in improving health and social care services for local people. You will use your knowledge and skills to ensure HWDPT continues to be recognised as a leading local Healthwatch across Devon.

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Key deliverables of the post:

- Support HWDPT to fulfil its statutory contractual obligations as agreed with Devon, Plymouth and Torbay Local Authorities.
- Support the service Strategic Lead in delivery of the HW Devon (HWD) Work Plan, ensuring that Healthwatch is effectively represented within health and social care structures.
- Develop a strong Independent Devon Steering Group made up of Lay representatives working to deliver the local Healthwatch Devon priorities and local workplan.
- Represent HWDPT at Strategic and local settings as agreed with the Strategic lead focusing Primarily as the Devon representative for Healthwatch.
- Develop relationships with the VSCE across Devon and how they can work aligned with HWDPT.
- Work alongside the CA Champions to ensure that they are embedded into the HWDPT project.

Responsible for delivery of the following service areas

- Ensure that Healthwatch is effectively represented within health and social care planning structures locally in Devon and regionally.
- Oversight of Devon the Healthwatch Assist Network ensuring their effective involvement across Devon.
- Use co-production in the development, delivery, and evaluation of Healthwatch projects and activities.
- Be aware of current trends in social care and health policy and service provision that may have an impact across Devon.
- Contribute to a positive working environment where learning and feedback are valued, equality and diversity are well-managed, and individuals and teams thrive.
- Keep up to date with legislation, policies and procedures relating to national and local health and social care developments.
- Develop key contacts and relationships with key organisations in Devon including Health and Wellbeing Board, Royal Devon University Health Care NHS foundation Trust, Devon Partnership Trust, VCSE and One Devon Partnership etc.
- Work collaboratively in the development, delivery, and evaluation of Healthwatch projects and activities including CQC and Healthwatch England campaigns.
- Recruit volunteers to support HWD activity across the wider Devon.
- Work closely with HWD Engagement lead to ensure HWD work plan is delivered effectively.
- Collate and analysis data gathered through engagement activity undertaken by HWD.
- Produce draft reports based on engagement activity, working with HWDPT Team.
- Oversight of key issues and trends impacting on local community in Devon ensuring that information is recorded and acted upon.
- Actively involved in HWDPT Senior Management Team and Intelligence meetings.
- Devise engagement activities, working with the HWD Engagement Lead, that are suitable for different audience to a high standard ensuring accessibility for all.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Person Specification

	Essential	Desirable
1. Good understanding of how Devon’s healthcare services are provided through VCSE and statutory services.	Y	
2. An experienced project manager, can handle complexity and achieve outcomes through team members.	Y	
3. Has experience of building and sustaining effective working relationships across a remote environment.	Y	
4. Can demonstrate a desire to improve local health and care services.		Y
5. Can demonstrate good understanding of aims and values of Healthwatch.		Y
6. A confident, enthusiastic and effective communicator, able to motivate and engage and influence others.	Y	
7. Confident user of IT across different platforms and applications including CRM databases.	Y	
8. Ability to collect and analyse data, applying statistical skills, to identify trends to make the case for change.	Y	
9 Good report writing skills. Makes good use of data and storytelling to produce powerful reports.	Y	
10. Responds to problems in an open way, determining root causes, seeking solutions, and making recommendations.		Y
11. Able to fulfil the travel and home working requirements of the post, including confidentiality.	Y	

healthwatch

Healthwatch Devon

healthwatchdevon.co.uk

t: 0800 520 0640

e: info@healthwatchdevon.co.uk

 [@HwDevon](https://twitter.com/HwDevon)

 [Facebook.com/healthwatchdevon](https://www.facebook.com/healthwatchdevon)

Healthwatch Plymouth

healthwatchplymouth.co.uk

t: 0800 520 0640

e: info@healthwatchplymouth.co.uk

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Healthwatch Torbay

healthwatchtorbay.org.uk

t: 0800 520 0640

e: info@healthwatchtorbay.org.uk

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