

Job Description:
Healthwatch Torbay
Engagement Officer

March 2023

- Job Title:** Healthwatch Torbay Engagement Officer
- Salary:** FTE £22,607 (Pro Rata)
- Hours:** 30 hours/week flexible with occasional weekends
- 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.

You must be able to demonstrate an understanding of health and care systems across the footprint of Devon, especially Torbay. Knowledge about the Integrated Care System

(ICS) and Local Care Partnerships would be useful but not essential as full training will be given.

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 representatives and volunteers within the HWDPT team.

You will be responsible for recruiting and supporting Lay representatives to deliver the Healthwatch Torbay (HWT) work plan.

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Key deliverables of the post:

- Work closely to support the HWT lead to deliver the work plan.
- To provide Engagement support for HWT and work as part of a team, including the HWT lead, to undertake engagement and feedback, listen and capture people's views and experiences using different engagements methods.
- Ensure that all activities engage a wide range of people and communities (including those who are seldom heard or marginalised and other stakeholders) in Torbay.
- Work with the HWT Service Lead to prepare surveys to collect appropriate, feedback and data for the community in Torbay to improve health and social care services.
- Assist with analyse and identify what information is required for any reports relevant to Torbay.
- Help ensure the views of local people are consider by health and social care decision makers in Torbay.
- Maintain database of key contacts for HWT.
- Recruit and develop Healthwatch Devon Assists for local key organisation and they are actively engaged with HWT work plan.
- Work closely to recruit and support volunteers to deliver HWT work plan.
- Support the HWT Steering group of Lay representatives.
- Organise meetings, including booking venues, preparing agenda's, printing and photocopying documents, taking minutes as required, distribution of papers before and after meetings (NB some meetings may be online).
- Represent HWT at meetings/forum/networking events.
- Help ensure HWT is accessible, inclusive, responsive and delivered and meets the Equality Act.
- Whilst this role is mainly focussed on Torbay, you may be part of a wider team delivering engagement across the wider Devon area.
- Carry out any other task that is in scope of the post to ensure the effect delivery of the service.

Person Specification

Person Specification	Essential	Desirable
1. Ability to work on own initiative and to deadlines	yes	
2. Excellent IT, organisational and administrative skills including knowledge and understanding of Microsoft office	yes	
3. Managing and prioritising own workload	yes	
4. Methodical approach to ensure all tasks are identified and completed in a timely manner	yes	
5. Experience in delivering engagement activities in the local community	yes	
6. Excellent interpersonal, skills with a range of people and situations	yes	
7. Ability to take minutes of meetings		yes
8. Experience with working with Volunteers		yes
9. Ability to communicate effectively both verbally and in writing with a broad range of volunteers, professionals and members of the public	yes	
10. Ability to work with a wide range of people, developing close working relationships with colleagues, volunteers and partners		yes
11. An understanding of data protection and confidentiality	yes	
12. A full working knowledge of Microsoft software and systems		yes
13. Ability to work flexible hours as required	yes	
14. Knowledge and understanding of the health and social care sector.		
15. Experience of analysing Data		yes

healthwatch

Healthwatch Devon

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