



Job Description

JOB TITLE:	Volunteer and Engagement Officer
PLACE OF WORK:	Gloucestershire /Remote Working
HOURS OF WORK:	30 hours per week
CONTRACT TYPE:	Permanent
SALARY:	NJC 15 (£30,343 pro rata)
RESPONSIBLE TO:	Healthwatch Gloucestershire Manager

About Healthwatch:

Healthwatch Gloucestershire is the independent voice for the people of Gloucestershire which helps shape and get the best from health and social care services. We are committed to being an inclusive and diverse employer which reflects the community we serve. We work alongside the NHS and social care and have statutory powers designed to ensure the voices of people who use services are heard.

Healthwatch Gloucestershire is part of a collective of regional Healthwatch services delivered by TCF, a charity focused on delivering socially inclusive communities. We deliver a range of services and contracts designed to ensure those who use services have an effective voice, including local Healthwatch, Resettlement services and Lived experience projects.

The role:

This role is a permanent position. The Volunteer and Engagement Officer will provide training, recruitment and support to a diverse group of core volunteers who help us deliver our vision of a proactive Healthwatch service, including engagement activity and project work.

Our team are creative, passionate, effective and caring. We are seeking someone who will help us learn and grow alongside us.

Responsibilities and duties:

- Project manage and lead the recruitment, training, induction, co-ordination and motivation of our Healthwatch Gloucestershire Volunteers.
- Identify and promote opportunities for volunteer activity to support and influence change in the system.
- Arrange, coordinate and deliver volunteer led, community based activities, which may include (but is not limited to) Enter and View visits, Readers panels and engagement events.
- Use targeted recruitment to ensure the volunteers reflect the diversity of communities in Gloucestershire.
- Ensure TCF standards of volunteering support are met by carrying out risk assessments, supervisions, wellbeing check ins and regular development days.
- Ensure that the HWG volunteer database is kept up to date and in line with TCF policy and guidance
- Engage proactively with volunteers to identify volunteer led research and project work opportunities.
- Support the Healthwatch Gloucestershire Team to build an effective communications plan, including assisting with preparing content.
- With support from team members, set up surveys and carry out project work, including writing reports with recommendations.
- Develop positive relationships with colleagues in the health and social care sector and work collaboratively with other local Healthwatch organisations where appropriate.
- Support the delivery of quarterly reports through caseload delivery and sharing volunteer outcomes.
- To co-ordinate, support and attend events organised by Healthwatch Gloucestershire.
- Effectively use Microsoft Office packages to produce reports, update spreadsheets and other documents as required.

General duties and other responsibilities:

- Be an active member of your team, provide support to your peers and participate in training opportunities appropriate to the post.
- Help to ensure that TCF embraces diversity, challenges discrimination, and reflects the communities of Gloucestershire.
- Work within and demonstrate a strong commitment to the aims and objectives, values and policies of TCF.
- This job description is an outline of the main duties of your post. You will be expected to undertake other work consistent with your role.
- Successful applicants will be required to complete an enhanced DBS (disclosure) application form.
- Travel as required in connection with this post. We are positive about cycling and more sustainable modes of transport.