

# Job Description & Person Specification

## Job Description

<b>Job title:</b>	<b>Healthwatch Gloucestershire Engagement Officer (Integrated Care System)</b>
<b>Reports to:</b>	Healthwatch Gloucestershire Manager
<b>Salary:</b>	£22,411
<b>Hours:</b>	Full-time (37.5 hours) Occasional evening and weekend work may be required.
<b>Location:</b>	Quedgeley, with travel across the county and out of county
<b>Contract:</b>	Until March 2024, with potential for extension in line with commissioned contract.
<b>Annual leave:</b>	25 days pa and public holidays
<b>Pension:</b>	Contributory pension scheme (employer contribution 7% & employee contribution 5%)
<b>DBS:</b>	The successful candidate will need to undergo a Disclosure and Barring check

## Background

Healthwatch was set up nationally and locally by the Health and Social Care Act 2012 and the Healthwatch remit continues in the 2021 Health and Care bill. The national vision for Healthwatch is to be the independent champion for the public promoting better outcomes for all users of health and social care services. The underpinning principle is that of 'no decision about me, without me' meaning that service users and the public must be at the heart of all health and social care commissioning and delivery.

Healthwatch Gloucestershire is delivered by a community interest company called Evolving Communities (EC) which specialises in delivering high quality local Healthwatch. Healthwatch Gloucestershire provides intelligence, including evidence from people's views and experiences, to influence the policy, planning, commissioning and delivery of health and social care in the county and beyond. We aim to be representative of our diverse communities. We provide information to help people access and make choices about services and signpost people to help them access independent complaints advocacy. For more information: [Healthwatch Gloucestershire - Every Voice Counts](#)

The One Gloucestershire Integrated Care System (ICS) is the partnership between the NHS organisations and care organisations that help keep people healthy, support active communities and ensure high quality, joined up care when needed.

Healthwatch England supports local Healthwatch organisations and provides guidance and support around website development and branding. [Healthwatch | Your spotlight on health and social care services](#)

### **Job Purpose**

To help place the public, patient and service user voice at the heart of Gloucestershire's Integrated Care System. To seek the views and experiences of the public, patients and community groups. To engage with local people in health and care settings, through voluntary sector partners and in local communities. The post will play a key independent role in supporting the Integrated Care System's Working with People and Communities Strategy.

### **Job Summary**

You will be required to:

- Deliver a range of engagement activities and talking with people about their experiences.
- Use a variety of methods in monitoring and evaluating people's experiences.
- Draft reports, with the support of colleagues, that ICS partners can use to improve public, patient and service user experience.
- Develop good relationships with key groups and communities across the county.
- Maintain the independence of Healthwatch Gloucestershire in being an authentic voice of the public, patients and service users in dealings with all partners.
- Work with Healthwatch Gloucestershire team members to deliver the best outcomes.
- Work with the Volunteering Officer to engage volunteers in supporting the work.
- Work with the EC Communication team to design materials – logos, leaflets and images – to promote the work.
- Provide regular updates and progress reports to the Healthwatch Gloucestershire Manager.

### **Team working and line management**

You will

- Work within a small team and be willing to be flexible and adaptable in order to deliver.
- Be required to work occasional evenings and weekends (with time off in lieu).
- Be line managed by the Healthwatch Gloucestershire Manager.
- Participate in the Healthwatch Gloucestershire team meetings and contribute to any organisation-wide activity as required by the Chief Executive.

### **General responsibilities for all staff**

- Uphold the values of Healthwatch Gloucestershire.
- Promote and raise awareness of Healthwatch Gloucestershire.
- Work closely with all other members of staff to share good practice and learning.

- Keep up to date with health and social care policy developments.
- Provide monitoring information as required by commissioners, ICS partners, Healthwatch England or other relevant bodies, in an accurate and timely manner.
- Work collaboratively with other local Healthwatch organisations where appropriate.
- Undertake any reasonable tasks, responsibilities and activities as requested in order to ensure the smooth running of the organisation.
- Maintain personal and professional competency and appropriate development.
- Act at all times within the rules, policies and procedures of Evolving Communities.
- Ensure that all activities are carried out with due regard to the diversity within the county of Gloucestershire and within an Equal Opportunities Framework.

## Person Specification

Criteria	Essential	Desirable
<b>Education</b>	<ul style="list-style-type: none"> <li>• Good standard of general education</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of engagement with individuals and / or groups</li> <li>• Experience of organising and supporting events</li> <li>• Experience and evidence of building effective relationships</li> <li>• Experience of providing a customer-focussed service</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of project work</li> <li>• Experience of speaking in group settings</li> <li>• Experience of facilitating focus / discussion groups</li> <li>• Experience of analysing data and feedback to produce reports</li> <li>• Experience of working with volunteers</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of different engagement methods and techniques</li> <li>• General awareness of the work of the Healthwatch service</li> <li>• An understanding of diversity and equality issues</li> <li>• Understanding of safeguarding, health and safety, and data protection practices including confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of health and social care issues both locally and nationally</li> <li>• Knowledge of local health and social care organisations</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Computer literacy (including Microsoft Office)</li> <li>• Organisational skills</li> <li>• Excellent interpersonal skills and ability to relate well to people from diverse backgrounds</li> <li>• Good communication skills, written and verbal</li> </ul>	

<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• A people centred person willing to listen to other’s experiences</li> <li>• Enthusiastic and committed to work</li> <li>• Proven ability to work on own initiative, plan own work programme and meet deadlines</li> <li>• Ability to work as part of a team</li> <li>• Willingness to take on different tasks as the role develops to meet the needs of the ICS and the organisation</li> </ul>	
<b>Availability</b>	<ul style="list-style-type: none"> <li>• Must be a car driver with a valid driving licence or have access to transport with appropriate business insurance in order to travel to meet the needs of the service</li> <li>• Willingness to work occasional evenings and weekends as needed.</li> <li>• Ability to travel independently where required</li> </ul>	