

Healthwatch Engagement, Outreach and Research Officer
(part time)

Recruitment Pack



Healthwatch Waltham Forest
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Company No 8395175 | Charity No 1154603 | Registered in England



Dear applicant,

Thank you for expressing your interest in joining Healthwatch Waltham Forest as the Engagement, Outreach and Research Officer. I hope that the information in this pack will give you a feel for the organisation and a sense of what an exciting opportunity this is.

Healthwatch Waltham Forest exists to strengthen the collective voice of patients, carers and residents across both health and social care. It has to reach people and communities in order to do this. In doing so, we work collaboratively, operating as part of community networks, drawing on information, trust and local knowledge that already exists.

The Engagement, Outreach and Research Officer will play a key part in enabling Healthwatch Waltham Forest to fulfil its functions in this area.

We are looking for someone with excellent communication skills, experience of community outreach work and research, with a commitment to equality and diversity, and an interest in health and social care

If you are interested in joining the team, then we'd be delighted to hear from you.

In this pack you will find information on Healthwatch Waltham Forest, the role description and details on how to apply.

Yours faithfully

Jaime Walsh
Manager, Healthwatch Waltham Forest

Background

What is Healthwatch

Healthwatch was established by the Health & Social Care Act 2012 and came into existence in April 2013.

Made up of 152 'local' Healthwatch organisations, and supported by a national body, Healthwatch England, the role of Healthwatch is to act as a local, independent consumer voice for people using health and social care services.

The vision is for service users and the public to be at the heart of health and social care - sharing their views and experiences of services and helping to shape the future of those services - and in doing so, promoting better outcomes in health and social care.

About Healthwatch Waltham Forest

Healthwatch Waltham Forest is a local Healthwatch organisation. In delivering the above vision, we have statutory duties to:

- Gather the views and experiences of patients and public
- Make those views known to providers and commissioners
- Promote and support the involvement of people in the commissioning and provision of local care services and how they are scrutinised
- Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
- Provide information and signposting about access to services and support for making informed choices including independent advocacy support to make an NHS complaint
- Make the views and experiences of people known to Healthwatch England, providing a steer to help it carry out its role as national champion

In 2013 The Forum for Health and Wellbeing were commissioned by the London Borough of Waltham Forest to deliver the Healthwatch role and functions in the borough. In doing so The Forum established an independent company limited by guarantee with charitable status, Healthwatch Waltham Forest (HWF).

Staff are contracted to The Forum for Health and Wellbeing.

Engagement, Outreach and Research Officer Role Description

Responsible to: Manager, Healthwatch Waltham Forest

Primary Job function

- To develop and deliver a programme of outreach activities to engage with Waltham Forest's diverse communities.
- To ensure a clear, targeted programme of qualitative and quantitative research/data collection from local communities.
- To utilise the intelligence and information gathered and draft reports on relevant local issues relating to health and social care.

Duties and responsibilities

- To lead Healthwatch Waltham Forest's work in gathering the views from local communities, particularly those who are less well represented within Healthwatch.
- To organise, promote and facilitate engagement, outreach and information and signposting activities, including focus groups, workshops and events to assist in the collection of views on health and social care services/topics from the community.
- To design and produce a variety of tools, such as questionnaires, surveys and interview topic guides, to assist in the collection of views on health and social care services/topics from the community.
- To develop and distribute information and signposting and event promotional materials such as posters and flyers.
- To analyse and interpret results, and write, review and prepare research reports on the feedback gathered, for the Healthwatch board and wider publication.
- To identify and utilise opportunities to work in partnership with local organisations in order to gather and report the views of local people.
- To ensure views collected and reports produced inform Healthwatch Waltham Forest representatives, Health and Wellbeing Board, Health Scrutiny Committee, Social Care Scrutiny Committee, Waltham Forest Clinical Commissioning Group, Waltham Forest Council commissioning, Public Health and other discussion and decision making bodies.
- To work with the Volunteer and Enter & View Project Coordinator to recruit volunteers to support Healthwatch engagement, outreach and related activity.
- To capture community views in the Healthwatch database and ensure contact and related information on participants is kept up to date.
- To lead on Information & Signposting queries (and facilitate colleagues handling where necessary).
- To update and maintain the Community Directory.

- To work with the Volunteer and Enter & View Project Coordinator to identify and plan Enter & View visits based on intelligence received.
- To work with the Manager to facilitate the development of community research proposals and project plans.

Additional and General Duties

- At all times carrying out responsibilities/duties within the framework of Healthwatch Waltham Forest's policies and procedures and statutory functions.
- Ensure that duties are undertaken with due regard and compliance with the relevant legislation, in particular Data Protection, Health and Safety and Equality legislation.
- Help ensure that Healthwatch Waltham Forest embraces diversity, challenges discrimination, and reflects the communities of Waltham Forest.
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To carry out additional tasks that may be required from time to time to achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed with the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- The post holder is expected to be an active team member of Healthwatch Waltham Forest staff team, committed to Healthwatch Waltham Forest's core purpose and functions and to demonstrate this commitment in the way they carry out their duties.
- The post holder will be expected to use their initiative, be proactive, work well independently and with a wide range of people in local communities and organisations. He/She will be given regular supervision and support, a probationary review and an appraisal. Attendance at meetings and events outside of normal working hours will be necessary as part of this role.

Person specification

The person specification is a picture of the skills, knowledge and experience required to carry out the job. It has been used to draw up the advert for the job and will be used in the shortlisting and interview process for this post.

You should demonstrate on your application form how you meet the following criteria.

Essential

- Experience of community engagement and of organising and facilitating engagement and outreach activities and events.
- Experience of working with diverse communities, and in partnership with a range of community organisations.
- Ability to liaise and work effectively with a range of other statutory partners including the local authority, and NHS organisations.
- Experience of problem solving and managing a variety of projects and activities within tight timescales.
- Excellent written, verbal and interpersonal communication skills.
- Awareness of research tools and techniques and experience of implementation in different settings.
- Experience of both quantitative and qualitative data collation and analysis of local needs and service provision.
- Experience of writing reports and presentations.
- Ability to work proactively, independently and as part of a team contributing to overall organisational goals and outcomes.
- An understanding of and commitment to equal opportunities and the implications for this role.
- Excellent IT skills, competencies and ability to use ICT including Microsoft Office, internet and e-mail.
- Ability to work evenings and weekends by prior arrangement.
- Ability to demonstrate a commitment to personal and professional development

Desirable

- Knowledge of health and social care delivery in the context of commissioning, local Healthwatch and patient/service user engagement.
- Knowledge of the diversity of the Waltham Forest population.

Salary and hours

This will be a part-time post, 28 hours per week, with regular work required outside normal office hours (we operate a Time Off in Lieu scheme)

Salary: £24,442 (pro rata £19,010), with 25 days (pro rata 19 days) annual leave. This includes Outer London Weighting.

Duration: This post is funded up until the end of March 2017.

Location: The post will be based at the Healthwatch Waltham Forest offices at Waltham Forest Resource Hub (Central), 1 Russell Road, London, E10 7ES.

How to apply

Please send us a completed application form and equality monitoring form. We would prefer e-mail applications but if you are unable to apply by e-mail, please post us your application.

Please return completed applications to The Forum for Health and Wellbeing:
Manjit Notta

E-mail applications: manjit.notta@fhwb.co.uk

If you cannot send your application by e-mail, please send it to: Healthwatch Waltham Forest, c/o The Forum for Health and Wellbeing, St Marks Community Centre, Tollgate Road, E6 5YA

Successful candidates will be subject to a DBS check.

Closing date for applications: The deadline for applications is midnight on **Sunday 29th November 2015**. Any applications received after this time will not be considered. If you are applying by post, please allow extra time.

Interviews for this post will take place on **Wednesday 16th December 2015**.

Ideally, the successful candidate should be able to commence employment by 18th January 2016.

For an informal discussion about this job, contact: Jaime Walsh, Manager, on 020 3078 9990.