

<b>Job Title:</b>	<b>Volunteering Officer</b>
<b>Substantive/fixed:</b>	Permanent dependent on funding
<b>Full time:</b>	18 hours per week
<b>Reporting to:</b>	Healthwatch Project Coordinator
<b>Base:</b>	Adapt (North East), Hexham
<b>Salary:</b>	£11,301 per annum actual ( <i>£23,230 full time</i> )

## **BACKGROUND**

Healthwatch Northumberland is the independent champion for health and social care across the county. It aims to give a voice to service users, influence positive change to services and help meet the health and social care needs of the population.

Adapt (North East) is contracted by Northumberland County Council to provide Healthwatch Northumberland until March 2021. All Healthwatch staff are employed by Adapt (North East).

Healthwatch was introduced under the Health and Social Care Act 2012 to help ensure that patients and the public are at the heart of health and social care services. Healthwatch Northumberland is one of a network of 148 local Healthwatch, supported at the national level by Healthwatch England.

Healthwatch Northumberland's functions include:

- Gathering the views and experiences of local people regarding their use of and access to health and social care services
- Analysing the issues and activities in Northumberland and comparing them to those of other counties
- Helping people to access the right services, support and information, and to understand their rights and entitlements
- Reviewing and monitoring the quality of local health and social care services
- Ensuring local people are included in and able to influence service commissioning
- Increasing partnership working and coordinating public engagement

## **ROLE SUMMARY**

The main aim of this role is to help deliver Healthwatch Northumberland's (HWN) Strategic Plan by:

- Recruiting, advising, guiding, supporting and training volunteers.
- Ensure volunteers are involved in HWN engagement activities and their impact is widely communicated
- Leading operational aspects of the 'enter and view' programme

The post holder will:

- Be the lead for volunteer involvement including all processes required, including Disclosure and Barring Service (DBS) checks
- Be responsible for the recruitment, support and training of volunteers to enable Healthwatch Northumberland deliver its Strategic and Operational Plans
- Work with the HWN Engagement Officers and Communication & Marketing Officer to plan the involvement of volunteers in HWN engagement activities.

## **KEY RESPONSIBILITIES**

- Develop a clear, attractive volunteer offer and advertise and recruit to volunteering opportunities and ensure growth of a diverse volunteer team.
- Lead the support of volunteers including training and development plans.
- Work with HWN staff so they are able to involve and support volunteers.
- Maintain an up to date register of volunteers and their skills, training, support requirements, supervision and volunteer activities.
- Work with the Project Coordinator on the delivery of the HWN Enter and View programme and support and train volunteers to carry out the Enter and View role.
- Keep abreast of developments and promote good practice in the support of volunteers including development of policy, procedure and quality standards for volunteering as necessary.
- Plan, monitor and evaluate volunteer satisfaction, providing reports to the Healthwatch Northumberland Project Coordinator and Board as required.

- Promote volunteering with HWN on social media and maintain healthy local partnerships to increase reach and effectiveness of HWN volunteering.
- Represent HWN at relevant meetings and information-sharing events with partners.
- Collate, report and record all feedback using Client Relationship Management (CRM) system, support and contribute to data collection.
- Contribute to the work of HWN including providing information and signposting services and representing the organisation at public events.

This post is subject to an enhanced DBS check.

## PERSON SPECIFICATION

### Essential

- Knowledge of the issues relating to voluntary work and commitment to good practice in working with volunteers.
- Experience of recruiting supporting, engaging and retaining volunteers
- Knowledge of barriers to volunteering and their solutions
- Experience of designing and delivering training to volunteers
- Experience of engaging with members of the public including marginalised groups
- Ability to develop and maintain constructive working relationships with people from a wide range of backgrounds and experiences.
- Excellent negotiating skills and ability to maintain neutrality in challenging circumstances.
- Good verbal and written communication skills, able to convey information and ideas clearly and succinctly.
- Commitment to working towards improving health and social care services for the people who use them and their carers.
- Ability to work to objectives both individually and as part of a team.
- Ability to travel independently around Northumberland, the region and, when required, nationally.

### Desirable

- Understanding of health and social care services and support in Northumberland
- Experience of working with seldom heard groups and children and young people
- Knowledge of Client Relationship Management (CRM) or similar database systems.