



Job Title:	Engagement Officer
Substantive/fixed:	Permanent dependent on funding
Full time:	21 hours per week
Reporting to:	Project Coordinator
Base:	Adapt (North East), Hexham
Salary:	£23,685.56 (pro rata £13,443.15 - 21 hours)

BACKGROUND

Healthwatch Northumberland is the independent consumer 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. 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 152 local Healthwatch, supported at the national level by Healthwatch England.

Healthwatch is working to ensure that people's health and social care needs are heard, understood and met. Achieving this will mean that local people shape health and social care delivery, influence the services they receive personally, and hold services to account.

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:

- Lead the development and delivery of engagement strategies and activities to ensure Healthwatch Northumberland is listening to and representative of all communities across the county

The post holder will:

- Support the Healthwatch Northumberland strategic plan through engagement activities
- Design and provide input into project-specific engagement activities
- Liaise with the Information, Communication & Marketing Officer to ensure engagement activities and their impact are widely communicated

KEY RESPONSIBILITIES

- Develop and execute an annual plan of engagement activities across Northumberland
- Plan and deliver engagement activities including workshops, focus groups and surveys to gather residents' experiences and views
- Represent Healthwatch Northumberland at relevant meetings and information-sharing events with partners
- Collate, report and record all feedback using CRM system, support and contribute to data collection
- Build relationships with seldom heard groups, including children and young people
- Analyse data collected following engagement activities, provide feedback and produce written reports

PERSON SPECIFICATION

Essential

- 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.
- Experience of delivering engagement activities with the public, gathering and reporting feedback, and/or community development.
- Excellent 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.
- Degree level qualification or equivalent relevant training/experience.
- Ability to set and 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
- High level of competency with CRM systems.