

<b>Job Title:</b>	<b>Engagement and Volunteering Officer</b>
<b>Substantive/fixed:</b>	Permanent (dependent on funding)
<b>Part time:</b>	25 hours
<b>Reporting to:</b>	Healthwatch Northumberland Project Coordinator
<b>Base:</b>	Adapt (NE), Hexham, with travel in Northumberland
<b>Salary:</b>	£24,396 – £16,483 actual for 25 hours Pay award pending

## **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 so they meet the health and social care needs of our communities.

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 150 local Healthwatch, supported at the national level by Healthwatch England.

Healthwatch works 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.

Adapt (NE) is contracted by Northumberland County Council to provide Healthwatch Northumberland until 2025 and employs all Healthwatch Northumberland staff.

Healthwatch Northumberland's functions include:

- Gathering the views and experiences of local people about how they use and access 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 in service developments

## **ROLE SUMMARY**

The main aims of this job are:

- Working with the Engagement Officer and Engagement and Insight Officer, develop and deliver an annual programme of activities to ensure the needs and experiences of local people are heard and used to improve health and social care services in Northumberland.
- To lead on recruiting, advising, guiding, supporting and training volunteers to enable Healthwatch Northumberland deliver its Strategic and Operational Plans

The post holder will:

### Engagement

- With the Engagement Officer and Engagement and Insight Officer plan and deliver face-to-face and digital public engagement activities and projects.
- Develop a network of strong relationships with local people community groups and service providers to enable information sharing on matters of local significance.
- Work with the Communication and Marketing Officer and Assistant to ensure engagement activities and their impact are widely communicated

### Volunteering

- Be the lead team member for volunteer involvement including all processes required to recruit, support and train volunteers

- Develop a clear, attractive volunteer offer to promote volunteering opportunities that will create a diverse volunteer team
- Ensure Healthwatch volunteers are involved, supported and recognised for their work in all aspects of Healthwatch Northumberland's activities including Enter and View visits

## Team

- Contribute to the work of Healthwatch Northumberland including providing information and signposting services and representing the organisation at public events.
- Network with stakeholders including engagement, patient and service user experience professionals within the NHS, Northumberland County Council and voluntary and community sector organisations.
- Liaise with Healthwatch England and other local Healthwatch to support national/regional/local engagement activities as part of the Healthwatch network.
- Work in support of other colleagues in the organisation as particular needs arise, as directed by the Project Coordinator.
- Undertake additional duties as requested by the Project Coordinator which further the aims and objectives of Healthwatch Northumberland.

## **KEY RESPONSIBILITIES**

- With the Engagement Officer and Engagement and Insight Officer:
  - develop and report on an annual plan of engagement activities that reach communities across Northumberland.
  - plan and deliver face-to-face and digital engagement activities including workshops, focus groups and surveys to gather service users' experiences and views.
  - ensure efficient and professional data collection by collating and recording feedback using a survey-based system.
  - producing well-written reports with clear recommendations.
  - develop and maintain productive links with a diverse range of communities, groups and organisations including children and young people.
  - ensure engagement activities are accessible to people with differing communication needs.
- Lead the volunteering function by:

- being the key point of contact externally and internally on volunteering at Healthwatch Northumberland.
- developing and promoting volunteering opportunities to attract a diverse volunteer team.
- carrying out all recruitment and induction processes and training for new volunteers including Disclosure and Barring Service checks
- maintaining an up-to-date register of volunteers and their skills, training, support requirements, supervision and volunteer activities, including training and development plans through an annual review process.
- providing regular communication to Healthwatch Northumberland volunteers to ensure they are aware of opportunities and the value of their work.
- work with Healthwatch Northumberland staff so they are able to involve and support volunteers.
- Work with the Project Coordinator on the delivery of the Healthwatch Northumberland Enter and View programme and support and train volunteers to carry out the Enter and View role.
- With the Healthwatch Northumberland team:
  - produce reports and make presentations to the Healthwatch Northumberland Board and through the Annual Report to show how our engagement activity and volunteering is delivering the Healthwatch Northumberland Strategic Plan.
  - represent Healthwatch Northumberland at relevant meetings and information-sharing events with partners.

## PERSON SPECIFICATION

### Essential

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| Engagement and Volunteering | <ol style="list-style-type: none"><li>1. Experience of working in a community development or customer service role</li><li>2. Experience of recruiting, supporting, engaging and retaining volunteers</li><li>3. Knowledge of the issues and barriers to volunteering and their solutions and commitment to good practice in working with volunteers</li><li>4. Experience of designing and delivering training to volunteers</li><li>5. Experience of delivering face to face and/or digital engagement activities with the public</li><li>6. Ability to develop and maintain constructive working relationships with people from a wide range of backgrounds and experiences</li><li>7. Excellent negotiating skills and ability to maintain neutrality in challenging circumstances</li></ol> |
| Communication               | <ol style="list-style-type: none"><li>8. Excellent verbal, presentation, and written communication skills, able to convey information and ideas clearly, succinctly, and which appeal to different audiences.</li><li>9. Experience of producing concise, engaging, focused reports, case studies and recommendations.</li><li>10. Excellent in-person and telephone interview and listening skills and case recording</li></ol>   |
| Organisation                | <ol style="list-style-type: none"><li>11. Proven ability to prioritise, plan and remain efficient and organised, while dealing with a range of competing demands.</li><li>12. Experience of working to individual and team objectives</li><li>13. Driving licence, access to vehicle and willingness to travel independently around Northumberland, the region and, when required, nationally</li><li>14. Ability to work from home, accessing office systems online.</li></ol>  |

Administration

15. Experience of using Microsoft Word, Outlook, Excel, PowerPoint and conducting meetings using Zoom and/or Microsoft Teams
16. Knowledge of General Data Protection Regulations and ability to maintain confidentiality

Education

17. Degree level qualification or equivalent relevant training or experience.

Personal attributes

18. Have a positive attitude focused on solutions and making things happen
19. Commitment to working towards improving health and social care services for the people who use them and their carers

**Desirable**

20. Understanding of health and social care services and support in Northumberland