

Healthwatch Northumberland Engagement Support Officer

Job description and person specification

Post:	Healthwatch Northumberland Engagement Support Officer
Hours:	7.5 hours per week (1 day, pattern to be agreed)
Location:	Adapt (NE) office, Hexham with travel across Northumberland as required
Accountable to:	Healthwatch Engagement Lead
Salary:	£20,931 – £23,132 pro-rata
Contract:	18-month fixed term

1. About Adapt (NE) and Healthwatch Northumberland

Adapt (NE) is a long-established charity working alongside disabled people and those facing disadvantage across Northumberland and the wider North East. We believe people are the experts in their own lives, and we work together with our communities, not for them, to tackle inequality, challenge barriers and build the conditions for everyone to live well and independently.

Healthwatch Northumberland is the local health and social care champion. We ensure that NHS and social care leaders and other decision-makers hear the voices of local people and use their feedback to improve care. Adapt (NE) delivers Healthwatch Northumberland on behalf of the local community.

2. Job purpose

To support Healthwatch Northumberland's engagement activities, helping to gather and record the views and experiences of local people, particularly those from communities whose voices are not always heard, to inform improvements to health and social care services across Northumberland.

3. Key responsibilities

Community engagement

- Support Healthwatch Northumberland engagement activities including workshops, surveys, community events and outreach sessions
- Help gather residents' views and experiences of health and social care services, ensuring engagement is inclusive and accessible
- Represent Healthwatch Northumberland at community information events where appropriate
- Support targeted outreach to communities and groups whose voices are not always represented, including people from rural areas, those with disabilities, and people from marginalised communities

Recording and reporting

- Assist with accurately recording and inputting engagement feedback into relevant systems
- Help compile engagement findings to support reporting and evidence to commissioners and decision makers
- Maintain records in line with Adapt (NE)'s data protection and confidentiality policies

Promotion and awareness

- Help raise awareness of Healthwatch Northumberland, its role and how people can share their experiences
- Distribute information and materials to community venues, partner organisations and networks
- Work with Adapt (NE) colleagues and VCS partners to maximise reach, particularly in rural parts of Northumberland

Safeguarding

- The post holder has a responsibility to safeguard and promote the welfare of children and/or vulnerable adults and must comply with all Adapt (NE) safeguarding policies and procedures.

4. General responsibilities

All Adapt (NE) staff are expected to:

- Act consistently within Adapt (NE) policies and in line with the charity's values
- Keep the needs of service users and their carers at the core of service delivery
- Work effectively as part of a team and maintain positive working relationships
- Commit to personal development and participate in appraisal and supervision
- Comply with the Data Protection Act 2018 and UK GDPR
- Contribute to the promotion of health, safety and staff wellbeing
- Act in ways that support diversity, equity and inclusion
- Undertake any other duties commensurate with the level of the role

5. Person specification

Requirement	Essential	Desirable
Education	Good standard of general education	
Experience	Experience of engaging with members of the public or gathering feedback	Experience in a health, social care, voluntary or community setting
	Ability to communicate clearly and sensitively with a range of people	Experience of outreach or engagement with hard-to-reach communities
Skills & Knowledge	Interest in improving health and social care services	Understanding of the NHS complaints or Healthwatch function
	Ability to listen respectfully and maintain confidentiality	Familiarity with local communities and services in Northumberland
	Organised with accurate record-keeping skills	

Requirement	Essential	Desirable
	Able to work independently and manage own time effectively	
	Willingness to travel across Northumberland	
Other	Commitment to equality, diversity and inclusion	
	Willingness to comply with Adapt (NE)'s safeguarding policies	

6. Additional information

This post is subject to an enhanced DBS check. A probation period of eight weeks applies. Annual leave is 25 days pro-rata plus bank holidays. Adapt (NE) operates a pension scheme, details of which are provided at induction. The post holder will be expected to travel to various locations across Northumberland; access to transport is therefore essential.