

JOB DESCRIPTION

TITLE:	Engagement and Volunteer Support Officer, Healthwatch Tower Hamlets
ACCOUNTABILITY:	Director, Healthwatch Tower Hamlets
SALARY SCALE:	£21,000 – £24,000 FTE
HOURS:	37.5 hours per week including some evening and weekend work for which time off in lieu is granted
LOCATION:	Tower Hamlets (office base), with regular community outreach and engagement work taking place across the borough.
HOLIDAYS:	25 days, plus 8 statutory days

This is a community based role, requiring in person presence at sites across the borough of Tower Hamlets on a daily basis. An office presence is required at all other times. Remote and virtual working is not applicable for this role.

PURPOSE OF JOB

The postholder will be responsible for delivering Healthwatch Tower Hamlets (HWT) Patient Experience and Community Engagement programmes, as well as coordinating and managing volunteers to support delivery of these programmes and their associated KPIs. The postholder will have a daily presence in the community, visiting different sites to gather feedback from patients and carers, raise awareness of Healthwatch, network and building links to support our work as the patient champion for health and social care in the borough.

The postholder will:

- Deliver the Patient Experience programme, visiting health and care services daily, to talk to patients and capture feedback on services.
- Deliver a programme of general and targeted community outreach and engagement, with a focus on hearing from seldom heard communities and equality groups.
- Through their community presence, help signpost the public to resolve challenges in accessing health and social care services.
- Work closely with the YVHSC Volunteer Hub to recruit, train and maintain a network of volunteers to support key programme areas.
- Support the organisation in online engagement and communication, helping to maintain and expand our website and social media presence.

RESPONSIBILITIES

Patient Experience

1. Lead delivery of a daily programme of visits to health and care settings to gather patient experience feedback, achieving ambitious KPIs.
2. Support production of a Quarterly Patient Experience Report highlighting findings, themes and trends from patient experience feedback.
3. Develop relationships and strategic partnerships to support the ongoing expansion of the Patient Experience programme into new health and care settings.
4. On occasion, represent HWTH at appropriate meetings and committees with local providers and commissioners, deploying evidence-based, patient-focused insights to influence decisions. This will include presentation of the quarterly Patient Experience report.
5. Recruit, train and manage Patient Experience volunteers to support delivery of the programme and KPIs

Community engagement and outreach

6. Coordinate, facilitate and deliver a range of effective outreach and engagement activities including focus groups, workshops, webinars, presentations, community meetings and information stalls across Tower Hamlets.
7. Ensure a strong focus of activities in line with our remit around children and young people, isolated, seldom heard, emerging communities and equality groups.
8. Develop and grow links with Community, Voluntary Sector and Faith organisations across the borough to support engagement with Healthwatch work, development of workplan priorities, and improvements to health and care services through active involvement and participation.
9. Maintain and develop systems to log the activity undertaken and capture feedback and data gathered.
10. Produce a quarterly engagement report presenting activity undertaken and highlighting themes, trends and issues reported.
11. Support the delivery of the information and signposting service, providing face-to-face signposting in the community and helping to shape key materials to support the service, based on community needs.
12. Attend external public/community/partner events and meetings to support the user voice, raise HWTH's profile and stay informed.

13. Recruit, train and manage Community Engagement volunteers to support delivery of the programme and KPIs, with a particular focus on those from seldom heard communities.

Volunteers

14. Work in a productive and supportive way with YVHSC Volunteer Hub to build a network of Tower Hamlets volunteers to contribute to the Patient Experience and Community Engagement programmes.
15. Work alongside the YVHSC Volunteer Hub to deliver an ambitious programme of Careers fairs/volunteering/ and or other pre-employment activities across Tower Hamlets schools and further educational institutions.
16. Support retention of volunteers through active and regular communication and promotion of YVHSC training, development, and social opportunities
17. Support volunteers to develop their skill set and employability through offering a broad programme of skill development and volunteer opportunities.

Communications and promotion

18. Produce engaging and accessible communications materials (eg posters) to promote the patient experience programme, and outreach and engagement events, including copy writing content appropriate to diverse audiences, and proofreading/quality checking.
19. Design accessible, effective, and impactful engagement reports, report summaries, infographic documents, presentations and social media headers to raise awareness of Healthwatch, engage with diverse communities and promote findings of engagement and patient experience work.
20. Utilise Healthwatch England resources, brand guidance and materials to deliver professional, effective communications, reports and promotional materials.
21. Maximise utilisation of the HWTH website and social media accounts to promote the work of HWTH and grow online engagement.

General

22. Help to build positive and productive relationships with commissioners, providers, decision makers, funders, Healthwatch England, other local Healthwatch organisations, and the Care Quality Commission.

23. Support the HWTH Director to work effectively with the HWTH Advisory Committee, including through occasional provision and presentation of papers and contribution to discussions.
24. Undertake other tasks from time to time and as appropriate, that may be required by management in line with the goals of the organisation.

In common with all YVHSC staff

25. To participate in supervision and appraisal and undergo training as necessary, taking responsibility for one's professional development.
26. To work as part of the Healthwatch and wider YVHSC teams by participating in meetings, working collaboratively with other staff, and communicating internally.
27. To complete timely monitoring reports and contribute to Annual Reports
28. To provide input into strategic planning.
29. To work within HWTH's contract and legal and statutory duties, and all of YVHSC's protocols and policies, including financial controls, administrative records, and the Health and Safety, Equal Opportunities, and Data Protection policies.
30. To help to ensure that equality of opportunity and respect for diversity are integral to the organisation's work.
31. To support YVHSC and HWTH's vision and strategic objectives.

WHO WE ARE LOOKING FOR: PERSON SPECIFICATION

	Essential	Desirable
Skills and experience		
Relevant degree, equivalent qualifications or experience	x	
Strong community engagement skills and experience including <ul style="list-style-type: none"> • working with diverse communities and or vulnerable, isolated groups • personal skills required for sensitively supporting people facing difficult circumstances 	x	
Excellent oral communication skills, including giving talks and delivering presentations	x	
Experience of networking and developing positive and professional relationships at different levels and with different external partners and communities		
Track record of writing engaging, accessible reports	x	
Track record of designing and developing systems for logging and analysing data, both qualitative and quantitative		
Experience of designing posters, social media banners and a range of promotional materials	x	
Previous experience of using and developing digital communications and marketing materials, including utilising social media channels.		x
Experience of Drupal 9 websites		x
Experience of gathering feedback using surveys and other quantitative and qualitative methods	x	
Experience of coordinating and facilitating public events such as focus groups	x	
Experience of working with and supporting volunteers	x	
Excellent skills in and familiarity with Excel, Word, PowerPoint, Canva, Zoom, Microsoft Teams competence in Word and contributing to websites and video conference software such as Zoom and Microsoft Teams	x	
In addition to English, proficient in any language(s) relevant for Tower Hamlets population		x
Interests and knowledge		
Passion for quality public health and care services and understanding of the role of patient voice in achieving this	x	
Knowledge of health and social care systems and the challenges facing them		x
Appreciation for the challenges faced by disadvantaged people and those from diverse seldom heard communities, and commitment to tackling inequalities	x	
Understanding of local and/or health services decision making and how it can be influenced		x

Personal qualities and work style		
Adaptable, willing to learn and with a strong work ethic	x	
Able to show initiative and constructively approach challenges	x	
Able to work flexibly and collaboratively as part of a small team	x	
Organised, with ability to work on a range of projects at once, and meet deadlines	x	
Able to apply structured, critical thinking, attention to detail, accuracy and rigour	x	
Reliable	x	

ADDITIONAL INFORMATION

Annual Leave: 25 days Annual Leave in addition to bank holidays. The leave year runs from 1st April to 31st March.

Pension scheme: There is a company pension scheme to which employees currently contribute 3% of their salaries and the employer contributes 5%.

Probationary period: The appointment will commence with a probation period of six months which may be terminated at a month's notice by either side during the period.

Right to Work in the UK

Under Immigration Act 2014, employers must ensure that any prospective employee is legally entitled to live and work in the UK. If you are offered employment by YVHSC you will be required to produce an official document confirming that you are entitled to live and work in the UK, e.g. passport; full birth certificate and official document confirming your name and national insurance number; or a passport/travel document/letter from the Home Office.

Other: Successful applicants be subject to an enhanced DBS check.

Applications will be reviewed on a rolling basis.

To apply please send your CV and a covering letter addressing the person specification to info@healthwatchtowerhamlets.co.uk