

**Information for Applicants**

**Senior Engagement Officer (Maternity Cover)**

**Full Time - 37.5 hrs**

**Maternity Cover (December 2019)**

**The Healthwatch Lancashire office is based in Leyland, with travel required to our Head office in Carlisle**

**and our offices in Barrow and Workington**

Healthwatch Lancashire (HWL) is the public voice for health and social care and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences. Our focus is on understanding the needs, experiences and concerns of people of all backgrounds who use services and to speak out on their behalf.

**The Person**

An opportunity has arisen for an experienced Senior Engagement Officer to join us on a maternity contract to continue the good work of Healthwatch Lancashire. The main purpose of this role is to act as a senior member of a small team, responsible for the delivery of Healthwatch Lancashire’s health and social care related programmes of work across Lancashire.

You will have responsibility for the design and delivery of a full range of engagement activities in line with the Healthwatch Lancashire work programme. You will be required to lead the development of accurate reports and deliver them to agreed deadlines. You will support in developing and sustaining a wide range of strategic and operational relationships.

We are seeking a candidate who has knowledge of the health and social sector, is educated to degree level or equivalent, and has relevant people and project management experience.

You will work closely with the senior leadership team at People First (our lead organisation who deliver HWL) contributing to leadership meetings and whole business development activities. You will report to the Healthwatch Lancashire.

**Person Specification**

* Educated to degree level or equivalent
* Extensive knowledge and understanding of health and social care service provision through working in a relevant service area or knowledge/ experience as a carer, care worker or service user
* Knowledge of the local health and social care economy in Lancashire
* Knowledge of community engagement and involvement approaches – with particular reference to health and wellbeing
* Staff/ volunteer line management supervision
* Experience in researching, collating complex information and writing reports
* Experience of motivating a team to deliver successful results
* Experience of building and sustaining a range of strategic relationships throughout the health and social care network
* Quantitative and qualitative research skills experience
* Experience of delivering quality engagement activities
* IT literacy – ability to use appropriate facets of Microsoft Office (including Word Outlook and Excel) email and Social media
* Excellent standard of written and spoken English and able to speak publically to a range of strategic audiences, including designing and delivering complex presentations
* High level of organisational skills, initiative and ability to manage own workload, as well as supporting and directing others
* Strong attention to detail and able to quality check all work in line with agreed deadlines
* Proactive can-do attitude and commitment to organisational excellence
* Discreet and able to maintain confidentiality
* Significant experience of partnership working and collaboration across communities, organisations and sectors (public and voluntary). Ideally this will include experience of working with the NHS and social care settings
* Ability to work as part of a team supporting colleagues and sharing knowledge and expertise as well as working unguided
* Strong communication and relationship building skills and ability to communicate effectively with people and maintain positive relationships
* Able to work well under pressure
* Knowledge of organisational policies and procedures in the workplace

**Duties will include:**

**Main Responsibilities**

* To act as a senior member of staff with a small operational team responsible for a variety of projects within the organisations health and social care activities.
* The post holder, in consultation with the Healthwatch Manager, will develop and implement an annual schedule of work stream activities.
* To lead a small team of Engagement Officer’s and Volunteers, providing direction, support and supervision

**Project and Reports**

* Ensure all projects are delivered to a high standard and meet deadlines
* Collate survey responses and analyse complex data
* Prepare for projects by compiling a detailed project plan and thoroughly researching background information and statistics
* Write comprehensive reports and present them to the management team, and relevant stakeholders, on time and in the appropriate form
* Ensure reports are objective, balanced and a fair assessment of people’s experiences or the service being scrutinised
* Collate suggestions for service improvements, based on best practice observations

**Engagement Activities**

* Work in conjunction with the wider operational team and cohort of volunteers to complete engagement tasks
* Contribute to the general engagement and intelligence gathering work of Healthwatch Lancashire
* Gather feedback and personal experiences from people to support project aims and objectives
* Develop a working of the social care and health needs of individuals and communities in Lancashire

**Other Duties**

* Keep up to date with the national, regional and local information pertaining to health and social care and disseminate updates to other Healthwatch Lancashire Staff
* Contribute to the development of monitoring and evaluation systems for Healthwatch Lancashire
* Attend meetings with stakeholders to contribute to present activity reports and provide challenge where appropriate
* Comply with the organisation’s policies and procedures
* Promote and publicise Healthwatch Lancashire as widely as possible across all communities and stakeholders

The duties outlined above are not intended to be exhaustive and may change as the needs of the organisation alter in line with current agendas

**The Appointment**

Applications should include:

• Complete CV

• Supporting cover letter which should be no longer than 2 sides of A4

HWL is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo a DBS check and any other safeguarding checks as appropriate to the post. The appointment will be subject to the satisfactory outcome of these checks.

One referee should be the applicant’s current or most recent employer. Please note that references will not be accepted from relatives or from people writing solely in the capacity of friends. References will be sought on the successful candidate following the interview process however; we may approach previous employers for information to verify particular experience or qualifications, prior to interview. The appointment will be subject to the receipt of satisfactory references.

All candidates invited to interview must bring documents confirming any educational and professional qualifications referred to in their application form. Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body.

Where the successful candidate has worked or been resident overseas in the past five years, we will carry out such checks and confirmations as may be required in accordance with statutory guidelines.

All candidates invited to interview must also bring with them:

* A current passport (if you do not hold a current passport, or you do not hold a British passport, then further evidence will be required as proof of the right to work in the UK)
* Driving Licence – photocard
* Official documentation evidencing your current address (e.g. utility bill, bank statement)
* Where appropriate, any documentation evidencing a change of name (e.g. marriage certificate)

All applications should be clearly marked:

**Confidential – HWL Senior Engagement Officer – Maternity Cover**

And emailed to [recruitment@peoplefirstcumbria.co.uk](mailto:recruitment@peoplefirstcumbria.co.uk) for the attention of Mr Barry Munro-Berry

or by post to:

Mr Barry Munro-Berry, People First, Best Life Building, 4-8 Oxford Street, Workington, CA14 2AH

**To arrive no later than 12 noon on Thursday 12th December 2019.**