

Information for Applicants

Job title: Engagement & Research Officer

Contract: 37.5 hours per week

Salary: £19,190

Additional Benefits:

- A pension contribution of 6%
- Annual Holiday entitlement of 28 days FTE (4 weeks plus 8 bank holidays)
- Additional 6 days (FTE) at Christmas – specific dates confirmed each year dependent on when the Christmas period falls and business needs
- Length of service increments (holidays)

Location

- This post is based in Leyland with travel countywide.
- You may be required to travel around all People First (PF) offices and areas of work as required

Driving

- A current driving licence and access to own transport is required for this role.
- This post requires you to have the appropriate 'business use' insurance in place as occasional business use of your car is required to carry out tasks, such as (but not limited to) the following:
 - travel to customer or business meetings
 - running business errands during the day
 - travel between different People First business sites
 - transporting colleagues/volunteers/members/customers or business contacts, for example, to business meetings, AGM, or self-advocacy groups
 - making deliveries or collections
 - carrying extra equipment

Who we are

People First Independent Advocacy is a registered charity and company limited by guarantee, providing a wide range of support and information services across the North of England, aimed at helping people to live informed, respected, healthy and fulfilled lives. We have been delivering services for 30 years and have a deep understanding of our communities and the unique challenges they bring. We also deliver People First Services, a registered charity, the object of which is the relief of people with a learning difficulty. Our Head office is based in Carlisle, supported by offices in Barrow and Lancashire as well as staff working across remotely across West Cumbria.



The Department

Healthwatch Lancashire (HWL) is an independent organisation set up to champion the views of citizens of health and social care services in Lancashire, with the goal of making services better and improving health and well-being.

The focus of the role is to work within a team of engagement officers and other staff to deliver public engagement activities, provide programme support, and assist with the delivery of projects, this includes through digital and face-to-face methods (where appropriate).

The Research element of this role will be to design and deliver a range of research and evaluation projects and to regularly monitor intelligence collated from local health and social care service users in order to identify areas of best practice and areas for improvement within the NHS and local authority.

This will include developing the project management, research and intelligence functions of the organisation and working closely with team members in Lancashire and Cumbria to ensure that projects are well informed and delivered to ethical standards.

This will also include the sharing of research project outcomes. Using online tools such as social media and the HWL website, along with web articles, the successful candidate will work with training from The Marketing and Communications Manager to share their work with stakeholders and the public.

When appropriate, you will support the development of reports summarising the findings of the engagement activity.

The Person

We are seeking a highly motivated person who has experience in engagement, project management preferably within the health and social care sector and has experience in data analysis, research and report writing.

You will work with a team of engagement officers at HWL and Healthwatch Cumbria (HWC) while also contributing to the wider organisation as time allows.

You will be familiar with, or willing to become familiar with, digital platforms including social media to support engagement activities.

We need a flexible team player who can adapt to change swiftly and think on their feet.

Qualifications

- Minimum: Degree in a relevant Social Sciences topic or equivalent
- Desirable: Additional research-based qualification: awareness of ethical approaches in research: awareness of inclusive approaches to research

Skills, Knowledge and Experience

- Some 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
- Experience in researching, collating information and writing reports
- Working with a diverse range of people, organisations and networks
- Good organisational skills
- Good attention to detail and able to quality check all work in line with agreed deadlines
- Commitment to organisational excellence
- Ability to communicate effectively with people and maintain positive relationships
- Good understanding of quantitative and qualitative research methodology
- Experience of qualitative and quantitative research methods, including surveys, interviewing and focus groups
- Practical experience of all stages of the research process including research design, fieldwork, analysis and report writing
- Some experience of managing and organising research projects
- Excellent IT literacy – ability to use appropriate facets of Microsoft Office including Word, Outlook and Excel and survey software such as SurveyMonkey
- Good presentation skills – proven ability to present to others in a clear and confident manner
- Excellent time management skills: proven ability to meet deadlines
- Excellent written and oral communication skills
- Discreet and able to maintain confidentiality, including working in a sensitive, participative and ethical manner
- Ability to work as part of a team
- Ability to work on your own initiative and independently
- Knowledge of Data Protection legislation
- Proactive “*can-do*” attitude

Desirable requirements:

- Knowledge in one of the following areas would be an advantage: health and social care: community development and evaluation
- Experience of working in the voluntary sector: experience of working with adults and children
- An awareness and interest in the challenges and opportunities facing voluntary and community sector organisations
- Knowledge of the local health and social care economy in Lancashire
- Knowledge of community engagement and involvement - with particular reference to health and wellbeing
- Experience of using analysis tools
- Sense of Humour!

Digital Engagement

- The HWL team make use of digital tools to support engagement with the public. This is supported with training from the Marketing and Comms Manager. Being familiar with the following, or a willingness to learn, is desirable for this position:
- **Social media platforms:** using channels such as Facebook and Twitter to facilitate engagement, managing online groups and pages
- **E-newsletters:** using platforms such as Mailchimp to generate engagement and connect with networks
- **Basic web uploads:** after training, uploading articles, and information to the HWL website

Duties will include:

- To be part of a team carrying out public engagement in a variety of virtual and community settings, gathering information on experiences of health and social care services in line with each project's requirements.
- Engage with and listen to the public to gather and record experiences about health and social care services in line with each project's objectives, working under the direction of the designated Line Manager.
- To record all feedback and analyse information gathered from public engagement activities.
- Prepare reports which provide examples of good practice and areas for improvements.
- Actively engage with other organisations at meetings and forums, delivering presentations reporting on HWL's activities
- Support the business and communications team to promote and publicise HWL as widely as possible across all communities and stakeholders.
- To undertake appropriate training to ensure that the national guidance and approach for the Enter and View function of local Healthwatch is adhered to during all visits.
- Use own initiative to build and maintain relationships with stakeholders.
- Signposting members of the public to relevant health and social care information and services.
- Increasing awareness of HWL across the county
- To lead on the collation and analysis of a wide range of data and intelligence drawn from people's experience of health and care services for HWL, HWC and PF
- To co-design and deliver a range of research and evaluation projects
- To research and prepare literature reviews and briefings
- To prepare and deliver presentations to other health and social care organisations/working groups
- To co-design and manage the implementation of data collection methodologies
- To undertake qualitative and quantitative research including survey design, administration and analysis
- To attend steering group meetings for research projects
- To take part in engagement events and opportunities that support research projects
- To act as a project co-ordinator on several specific projects simultaneously
- To plan, design and write high quality reports using case studies and data analysis to inform recommendations
- To liaise and collaborate with all other staff and associates
- Co-ordinating and working with HWL volunteers

- To answer the HWL helpline/phone and answer queries from the public when required

Other Duties

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. Due to the developing nature of our organisation, we require staff to remain highly flexible in their approach, and work to meet the changing needs of the projects.

The Appointment

Applications must include:

- completed application forms A & B
- the supporting information should be no longer than 2 sides of A4

People First 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 – Engagement & Research Officer



And emailed to recruitment@wearepeoplefirst.co.uk for the attention of Mr Barry Munro-Berry

To arrive no later than 5pm Monday 7th December 2020.

Interviews will be held on either the 9th or 10th of December. Please note the quick turnaround for the interview period.