

# Information for Applicants

**Job title:** Engagement Officer (for Social Care)

**Contract:** Permanent

**Hours:** 3 days per week (22.5hrs)

**Salary:** £12,055.20 (£20,092 FTE)

**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**

- Leyland office in Preston, Lancashire
- You may be required to travel around all 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**

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. We also deliver Healthwatch Cumbria.



Both Healthwatch are delivered by the charity People First Independent Advocacy who provide 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**

This role requires working 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 main focus of this role is to carry out engagement activities in social care settings, such as care homes and day care services.

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 a strong background in social care services. You must have hands on experience of working in a social care environment and liaising with people who have communication difficulties or are affected by dementia or disability.

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

We need a flexible team player who can adapt to change swiftly and think on their feet. You will be familiar with, or willing to become familiar with, digital platforms including social media to support engagement activities.

### **Skills, Knowledge and Experience**

- Strong background in social care services 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 and organisations and networks
- IT literacy – ability to use appropriate facets of Microsoft Office including Word, Outlook and Excel
- Good standard of written and spoken English and able to speak publicly
- Good organisational skills
- Good attention to detail and able to quality check all work in line with agreed deadlines
- Commitment to organisational excellence
- Discreet and able to maintain confidentiality
- Ability to communicate effectively with people and maintain positive relationships
- Proactive can-do attitude

- Ability to work as part of a team
- Ability to work unguided

### 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

### Desirable requirements:

- Educated to degree level or equivalent
- Knowledge of the local health and social care economy in Lancashire
- Knowledge of community engagement and involvement

### 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 social care services in line with each project's requirements.
- Engage with and listen to the public to gather and record experiences about social care services in line with each project's objectives, working under the direction of the designated 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 meeting and forums, delivering presentations reporting on Healthwatch Lancashire's activities
- Support the business and communications team to promote and publicise Healthwatch Lancashire 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.
- Co-ordinating and working with HWL volunteers
- Signposting members of the public to relevant health and social care information and services.
- Increasing awareness of Healthwatch Lancashire across the county

## **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 Officer** (for social care)

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

**To arrive no later than 5pm, Tuesday 13<sup>th</sup> July 2021**