

Information for Applicants

Job title: Engagement Officer and Volunteer Lead

Department: Healthwatch Lancashire

Reporting to: Healthwatch Lancashire Manager

Hours: 37.5 hours per week

Contract: Full-time (Permanent)

Salary: £20,092 per annum

Holiday Entitlement: 28 days (incl. Bank Holidays) plus Christmas Closure

Location: Leyland, Lancashire

Benefits: 6% Pension Employer Contribution, Values-Based organisation, Length of service increments(holidays), Flexibility

Role Profile

As Engagement Officer and Volunteer Lead you will support the planning and delivery of a varied range of engagement activities in support of Healthwatch Lancashire's core and commissioned services. You will build, nurture and sustain relationships with key representatives from communities, voluntary sector and health and social care sector providers. You will support the Healthwatch Lancashire volunteer program, helping to develop the volunteer offer, and leading on the matching and allocation of volunteer support for the Healthwatch program of activities.

Duties will include:

Engagement

- Pro-actively carrying out public engagement in a variety of virtual and community settings, gathering information on experiences of health and social care services.
- Recording all feedback and analysing information gathered from public

engagement activities.

- Prepare reports which provide examples of good practice and areas for improvements.
- Undertaking training and maintaining awareness of current guidelines to support all engagement activities

Volunteers

- Support the promotion of volunteering opportunities to develop and maintain a cohort of active volunteers.
- Provide co-ordination to enable our volunteers to be matched to appropriate roles and engagement activities.
- Support our volunteers to deliver an agreed number of hours in line with the Healthwatch Lancashire key performance indicators.
- Provide supervision, support and training for volunteers through individual and group activities.

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. Some work outside of office hours may be required.

Who we are

People First is an independent customer-led charitable organisation that has worked in Cumbria for almost 30 years. We are passionate about our values of equality, respect, and inclusion. We provide a wide range of support and information services across Cumbria, Lancashire, and Teesside, all aimed at helping people to live informed, respected, healthy and fulfilled lives. Our Head office is based in Carlisle, supported by offices in Barrow and Leyland.

The Department

Healthwatch Lancashire is an independent organisation set up to champion the views of citizens accessing health and social care services in Lancashire, with the goal of making services better and improving health and well-being. People First also deliver Healthwatch Cumbria.

We work closely with local authority care homes and NHS primary and secondary care, residents and families, members of the public, and employees working in these environments.

The Person

We are seeking an organised, self-motivated people person who will actively engage in the planning and facilitation of community engagement activity in health and social care services and community settings, alongside and in support of Healthwatch colleagues and volunteers.

Qualifications

- Good level of education or experience in a relevant field

Skills, Knowledge and Experience

- Experience of working in a health or social care environment and liaising with people who have differing needs and abilities.
- Experience of working with and supporting volunteers; or in co-ordinating and supporting other individuals or groups.
- Ability to develop and maintain an understanding of local health and social care services.
- Experience of building external links and relationships.
- Ability to work on your own initiative to achieve outcomes for Healthwatch, delivering your parts of the work plan.
- Excellent communication skills and ability to work well with others.
- Commitment to equality, diversity and inclusion with capacity to work with a diverse range of people.
- IT literate, ability to use appropriate facets of Microsoft Office including Word, Outlook and Excel.
- A high standard of written and verbal skills including the ability to analyse feedback and write reports.
- Excellent organisational skills with the ability to manage a workload and prioritise effectively.
- A flexible, creative and solution focused approach delivered with energy and enthusiasm.

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

The Appointment

Applications should 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)
- **COVID** – Due to the nature of our work People First requires all staff to have had a double covid vaccine. Please bring with you proof of vaccination.

All applications should be clearly marked:

Confidential – Healthwatch Lancashire Senior Engagement Officer

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

To arrive no later than 9.00am, Monday 10 January 2022

Interviews will be held 18-20 January 2022