

Information for Applicants

Job title: Senior Engagement Officer

Department: Healthwatch Lancashire

Reporting to: Healthwatch Lancashire Manager

Hours: 37.5 hours per week

Contract: Full-time (Permanent)

Salary: £23,541 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 a Healthwatch Lancashire Senior Engagement Officer, you will be responsible for planning, co-ordinating and delivering 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, and lead on the development of accurate reports within agreed timescales.

Duties will include:

Main Responsibilities

- As a senior member of staff, you will lead on a variety of engagement projects within the organisation's health and social care activities
- Develop and implement an annual schedule of work stream activities, in consultation with the Healthwatch Manager.
- Provide direction and support to Engagement Officers, students, and volunteers.



Project and Reports

- Ensure all projects are delivered to a high standard and meet deadlines
- Collate survey responses and analyse data
- Prepare for projects by compiling a detailed project plan and thoroughly researching background information and statistics
- Write 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 of the service being scrutinised
- Collate suggestions for service improvements, based on best practice observations

Engagement Activities

- Work in conjunction with the wider operational team, students 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 knowledge 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
- Some work outside of office hours may be required

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.

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 a highly motivated, friendly, people person, competent in leading on initiatives, who has some knowledge of the health and social care sector in Lancashire.

Qualifications

- Good level of education and/or experience in a relevant field

Skills, Knowledge and Experience

- Knowledge and understanding of health and social care service provision through working in a relevant service area / knowledge through personal experience.
- Confident working with a diverse range of people, organisations, and networks.
- Good organisational and time management skills.
- Good attention to detail to quality check all work in line with agreed targets and deadlines.
- Commitment to organisational excellence.
- Ability to communicate effectively with people and maintain positive relationships.
- Experience of delivering surveys, interviewing and focus groups.
- Practical experience of all stages of the research process
- Experience of organising projects.
- Excellent IT literacy – ability to use Microsoft Office programs and survey software such as SurveyMonkey.
- Good presentation skills – proven ability to present to others in a clear and confident manner.
- 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.
- Experience of community development and evaluation.
- Experience of working in the voluntary sector with adults and children.
- An awareness and interest in the challenges and opportunities facing voluntary and community sector organisations.
- Knowledge of community engagement and involvement - with reference to health and wellbeing.

Digital Engagement

- The HWL team make use of digital tools to support engagement with the public. This is supported with training from the PF Communication and Marketing team. 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 HWC and/or NCPC websites.

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