

Communities Programme Manager Role Profile

<p>Who We Are and Why We Need You</p>	<p>We need you to join our energetic team to work with us to</p> <ul style="list-style-type: none"> • Improve health, independence and well-being, through promotion of good engagement for people with health and care services • Develop links to communities and to professional and voluntary stakeholders • Deliver good services economically, being aware of value for money • Increase our sustainability. <p>Healthwatch Cambridgeshire and Peterborough is the local statutory Healthwatch provider. We are the independent champion for people who use health and social care services in Cambridgeshire and Peterborough.</p> <p>Our job is to make sure that those who run local health and care services understand and act on what really matters to people. We listen to what people like about services and what could be improved. We share what people tell us with those with the power to make change happen. We encourage services to involve people in decisions that affect them. We also help people find the information they need about services in their area.</p> <p>We are a new organisation, having recently merged the Healthwatch organisations in both areas. We have plans to develop our activities to better meet the needs of the communities we serve.</p> <p>We are looking for passionate and committed individuals to work with us to provide high quality Healthwatch services to the people of Peterborough and Cambridgeshire.</p> <p>You will be responsible for managing and ensuring delivery of Healthwatch Cambridgeshire and Peterborough’s framework for volunteering, engagement activities, partnership working, community development, project work and our Enter and View programme. You will identify good practice that can be celebrated and shared with others, and work with colleagues to highlight any issues about which service users feel concerned.</p>
<p>What We Need You To Do For Us</p>	<p>Map and extend network development and key relationships with organisations, utilising director, volunteer and staff knowledge, perspectives and relationship building skills.</p> <p>Build on learning from the predecessor organisations, develop the approach to engagement with communities to reflect stakeholder feedback, and carry out an assessment of needs and priorities, to re-balance the use of resources accordingly.</p> <p>Ensure a focus on the needs of identified disadvantaged groups, demographics and different geographical areas.</p> <p>Build on the work relating to social care and the interface with health to ensure a balanced work programme.</p> <p>Line manage the Projects Manager, Volunteer Manager, Engagement Manager and Business Development Manager and support the development of those areas of work, reflecting organisational strategic priorities.</p>

	<p>Ensure equity in resource allocation, through measuring and assessing needs and determining the appropriate response. Oversee and ensure delivery of a focused and intelligence-led Enter and View programme.</p> <p>Co-ordinate the scoping, planning and delivery of intelligence-led projects.</p> <p>With the CEO, support the Business Development Manager to develop plans and deliver on their objectives relating to financial sustainability.</p> <p>Provide timely written and verbal reports to Board.</p> <p>Play a key role in the Management Team and support the CEO where requested.</p> <p>Attend meetings as requested, representing the voice of local communities through the remit of Healthwatch Cambridgeshire and Peterborough.</p> <p>Oversee and co-ordinate mechanisms which enable local communities, organisations and individuals (including volunteers) to undertake community consultation, analysis, reporting and communicating impact/feedback.</p>
<p>This Job Is Ideal If You Are Motivated To</p>	<ul style="list-style-type: none"> • Use your expertise and knowledge of community engagement and your proven line management and communication skills to support the development of the organisation and help to improve health outcomes for local people • Bring creative and innovate ideas to ensuring the best ways of achieving the identified priorities of Healthwatch Cambridgeshire and Peterborough • Make a difference and see the impact of your work on other people’s lives • Work closely with colleagues to provide a seamless professional service • Deal with constantly changing priorities • Enjoy methodical, structured work
<p>Experience and Skills We Need You To Have</p>	<p>You will have</p> <ul style="list-style-type: none"> • A good understanding of the remit of Healthwatch and importance of patient involvement mechanisms • An excellent understanding of how health and social care services are commissioned and delivered • Experience of managing a diverse team and a track record of delivering outcomes in a complex environment • A thorough understanding of volunteering good practice • Experience of working with volunteers • An awareness of key local issues in health and social care • Knowledge of the voluntary and community sector • A thorough understanding and use of community engagement techniques, especially in relation to engaging ‘hard to reach groups’ • Project and budget management skills • An innovative, creative, proactive, analytical and solution-oriented approach • Proven ability to think and act strategically • A commitment to high quality standards • Proven ability to establish effective working relationships at all levels internally and externally • Demonstrable ability to meet deadlines and work calmly under pressure • Proven ability to think on feet and show shrewd judgement promptly and positively in difficult situations • Evidence of continuing education and/or personal development

	<p>You will also need to demonstrate</p> <ul style="list-style-type: none"> • Outstanding communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders • Excellent written, oral and analytical skills. • Computer literacy enabling the effective use of the Microsoft suite of packages and social media skills. • Energy and drive with a focus on delivery • Excellent team collaboration skills, supported by practical experience. • Excellent interpersonal skills, which enable you to influence internally and externally, at all levels and to work effectively as part of a team • Strong organisational and planning skills, the ability to prioritise in the face of competing demands, and proven success in delivering work personally (and through others) to tight deadlines • The ability to attend meeting throughout the Cambridgeshire and Peterborough area. • An ability and willingness to undertake work outside of normal office hours to meet the needs of the business. <p>You will need to be</p> <ul style="list-style-type: none"> • Approachable • Trustworthy and confidential • Passionate and committed • Empathic, calm and patient • Respectful • Reliable • Professional • Committed to excellence in customer service • Committed to equality, diversity and inclusion
<p>Who You Will Be Reporting to and Working With</p>	<p>Join our enthusiastic and committed team - You will be managed by Sandie Smith, our CEO.</p> <p>You will manage the Projects Manager, Volunteer Manager, Engagement Manager and the Business Development Manager.</p> <p>Working within a small organisation you have to be adaptable and flexible and happy to roll your sleeves up.</p>

<p>How We Will Reward You</p>	<p>1. Salary Salary of £31,500 per annum.</p> <p>2. Working Hours & Location Full time at 37 hours per week, Monday to Friday. We support flexible working and working hours can be agreed with the CEO. Some working outside usual office hours will be required.</p> <p>The normal places of work will be the offices of Healthwatch Cambridgeshire & Peterborough at The Maple Centre, 6 Oak Drive, Huntingdon and the Peterborough office. Home working arrangements can be discussed.</p> <p>Normal working hours are Monday to Friday 9.00 to 5.00 pm. During working more than 6 hours/day, the post holder will take a 30-minute unpaid lunch break.</p> <p>3. Annual Leave, exclusive of bank holidays We offer a generous leave entitlement of 28 days per annum plus bank holidays. Three of these days are to be taken between the Christmas / New Year period.</p> <p>4. Pension Healthwatch Cambridgeshire and Peterborough offer a defined contribution, Flexible Retirement Plan with TPT, formerly The Pensions Trust.</p> <p>Healthwatch pays 8% of salary from first day of employment, staff can make voluntary contributions.</p> <p>For more information visit http://www.tpt.org.uk/</p> <p>5. Sickness Healthwatch Cambridgeshire and Peterborough operates an occupational sick pay (OSP) scheme as follows: -</p> <p>Within the first three months of employment Healthwatch Cambridgeshire and Peterborough will pay as normal for the first working week's absence, then revert to statutory sick pay (SSP)</p> <p>During the first two years of service (but after three months) one month's full net pay then 2 months' half pay, then reverting to SSP</p> <p>After two years' service, two months' full net pay and 4 months' half pay, then reverting to SSP.</p>
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For further information on Healthwatch Cambridgeshire and Peterborough please visit our web sites:

<http://www.healthwatchcambridgeshire.co.uk/>

<http://www.healthwatchpeterborough.co.uk/>