

Engagement Officer 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 coordinating and delivering a range of engagement activities with the general public and a range of stakeholders to collect feedback, public views and experiences of health and social care services.</p>
<p>What We Need You To Do For Us</p>	<p>Plan and deliver a range of community engagement activities across Cambridgeshire and Peterborough focussing on strategically-determined areas.</p> <p>Make links and develop partnerships with community and health and care organisations.</p> <p>Collect feedback from local communities, groups, organisation and individuals about local health and social care services.</p> <p>Work with others to ensure that seldom heard voices are represented.</p> <p>Work alongside Healthwatch Cambridgeshire and Peterborough volunteers to deliver strategically determined plans of work.</p> <p>Attend meetings as requested, representing the voice of local consumers through the remit of Healthwatch Cambridgeshire and Peterborough.</p> <p>Facilitate 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 proven community engagement skills to support the development of the organisation and help to improve health outcomes for local people. • 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 • Use your creativity and problem solving skills to increase support and increase engagement
<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 • A good understanding of how health and social care services are commissioned and delivered • An awareness of key local issues in health and social care • Knowledge of the local voluntary and community sector • Understanding and use of community engagement techniques, especially in relation to engaging ‘hard to reach groups’ • Evidence of continuing education and/or personal development <p>You will also need to demonstrate</p> <ul style="list-style-type: none"> • Excellent communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders • 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 work effectively as part of a team • Strong organisational and planning skills, the ability to prioritise in the face of competing demands • 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 the Engagement 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 Full time equivalent salary £20,500 per annum.</p> <p>2. Working Hours & Location Ideally around 30 hours per week, although actual working hours are negotiable. Working patterns to be agreed with your manager, so as to support the delivery of engagement activity. Some working outside usual office hours will be required.</p> <p>The normal place of work will be the Healthwatch Cambridgeshire and Peterborough office in Peterborough. This post will require extensive travel across Cambridgeshire and Peterborough. Home working is available for this role.</p> <p>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 Our generous full time leave entitlement is 28 days per annum plus bank holidays. Three of these days are to be taken between the Christmas / New Year period.</p> <p>Leave is pro rata based on actual working hours.</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/>