

Engagement Manager Job 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 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 co-ordinating and ensuring delivery of Healthwatch Cambridgeshire and Peterborough’s engagement programme and to develop partnerships that help enable local communities to have their voices heard.</p>
<p>What We Need You To Do For Us</p>	<p>You will work closely with colleagues to plan and co-ordinate all Healthwatch Cambridgeshire and Peterborough local community engagement activity. Focussing on strategically-determined priority areas.</p> <p>You will work closely with local communities, groups, organisations and individuals to identify and implement evidence-based, creative and appropriate methods for engagement and overcome barriers to engagement.</p> <p>You will develop and use a range of community development methods to engage with communities who do not usually have their voices heard.</p> <p>You will produce high quality feedback from local communities, groups, organisation and individuals including written reports and or other media as appropriate.</p> <p>Line manage the Engagement Officer post(s).</p> <p>You will be involved in the organisation and development of our local Community Forums, including the setting up of new Forums in areas not currently covered, planning a programme of speakers on a variety of health and care related subjects which will encourage the public and providers to attend and participate.</p> <p>You will also support and work alongside our Healthwatch volunteers to deliver strategically determined plans of work, working closely with the Volunteer Manager to co-ordinate this.</p>

	<p>You will attend meetings as required, representing the voice of local consumers through the remit of Healthwatch Cambridgeshire and Peterborough and 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 expertise and knowledge of engagement and your proven communication skills to support the development of the organisation and help to improve health outcomes for local people. • Enjoy methodical, structured work • 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.
<p>Experience And Skills We Need You To Have</p>	<p>You will have</p> <ul style="list-style-type: none"> • An excellent 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 • An awareness of key local issues in health and social care • Thorough knowledge of the local voluntary and community sector • A thorough understanding and use of community engagement techniques, especially in relation to engaging ‘hard to reach groups’ • A track record of delivering outcomes through partnership work <p>Ideally, though not essential, you will also be able to demonstrate</p> <ul style="list-style-type: none"> • 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 • 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 • Strong working knowledge and understanding of the principles of data protection and GDPR, also principles of confidentiality • 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

	<ul style="list-style-type: none"> • Professional • Commitment to excellence in customer service • Commitment to equality, diversity and inclusion
Who You Will Be Reporting To And Working With	<p>Join our enthusiastic and committed team – you will be line managed by the Communities Programme Manager.</p> <p>Working within a small organisation you need to be adaptable and flexible and happy to roll your sleeves up.</p>
How We Will Reward You	<p>1. Salary Salary of circa £27,030 per annum.</p> <p>2. Working Hours & Location This is a full-time position, working 37 hours per week. Office hours are 09:00 – 17:00 Monday to Thursday, 09:00 – 16:30 Friday. Some working outside usual office hours will be required, also some local travel to locations usually within Cambridgeshire and Peterborough.</p> <p>Normal working location can be discussed at interview. You will have the option to be based at either our Huntingdon or Peterborough office or to be home based.</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 You will be entitled to 28 days of annual leave per annum, 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>