

# Information and Signposting Officer Role Profile

<p><b>Who We Are And Why We Need You</b></p>	<p><b>We need you</b> to join our energetic team to work with us to</p> <ul style="list-style-type: none"> <li>• Improve health, independence and well-being, through promotion of good engagement for people with health and care services</li> <li>• Develop links to communities and to professional and voluntary stakeholders</li> <li>• Deliver good services economically, being aware of value for money</li> <li>• Increase our sustainability.</li> </ul> <p><b>Healthwatch Cambridgeshire and Peterborough</b> 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><b>Our job</b> is to make sure that those who run local health and care services understand and act on what really matters to people. <b>We listen</b> to what people like about services and what could be improved. <b>We share</b> what people tell us with those with the power to make change happen. <b>We encourage</b> 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><b>We are a new organisation</b>, 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><b>We are looking for</b> passionate and committed individuals to work with us to provide high quality Healthwatch services to the people of Peterborough and Cambridgeshire.</p> <p><b>You will</b> be responsible for ensuring high quality delivery of the Healthwatch Cambridgeshire and Peterborough’s Information and Signposting service.</p>
<p><b>What We Need You To Do For Us</b></p>	<p>You will research and maintain a database of information resources</p> <p>You will take calls, answer emails and letters, providing information and signposting to members of the public</p> <p>You will maintain accurate recording systems in line with data protection and consent requirements</p> <p>You will liaise with partner organisations to ensure optimum referral</p> <p>You will help develop and maintain Healthwatch Cambridgeshire and Peterborough recording systems</p> <p>You will assist in preparing and disseminating marketing materials</p> <p>You will undertake promotional activities and assist in preparing data reports for analysis</p> <p>You will attend meetings as requested</p>
<p><b>This Job Is Ideal If You Are Motivated To</b></p>	<ul style="list-style-type: none"> <li>• Use your communication skills to support the development of the organisation and help to improve health outcomes for local people</li> <li>• Enjoy methodical, structured work</li> <li>• Make a difference and see the impact of your work on other people’s lives</li> </ul>

	<ul style="list-style-type: none"> <li>• Work closely with colleagues to provide a seamless professional service</li> </ul>
<b>Experience And Skills We Need You To Have</b>	<p><b>You will have</b></p> <ul style="list-style-type: none"> <li>• Experience of working in a customer service or public facing role</li> </ul> <p><b>Ideally, though not essential, you will also be able to demonstrate</b></p> <ul style="list-style-type: none"> <li>• An understanding of the remit of Healthwatch and importance of patient involvement</li> <li>• An understanding of the structure and delivery of NHS and social care services</li> <li>• Evidence of continuing education and/or personal development</li> </ul> <p><b>You will also need to demonstrate</b></p> <ul style="list-style-type: none"> <li>• Good communication skills, both oral and written, and the ability to engage and build relationships, especially when dealing with callers who need support</li> <li>• Computer literacy enabling the effective use of the Microsoft suite of packages and social media skills</li> <li>• The ability to use the web and other sources of information to find answers and pass on relevant information in a structured way</li> <li>• Energy and drive with a focus on delivery</li> <li>• Excellent team collaboration skills, supported by practical experience</li> <li>• Good interpersonal skills which enable you to work effectively as part of a team</li> </ul> <p><b>You will need to be</b></p> <ul style="list-style-type: none"> <li>• Approachable</li> <li>• Trustworthy and confidential</li> <li>• Passionate and committed</li> <li>• Empathic, calm and patient</li> <li>• Respectful</li> <li>• Reliable</li> <li>• Professional</li> <li>• Committed to excellence in customer service</li> <li>• Committed to equality, diversity and inclusion</li> </ul>

<b>Who You Will Be Reporting To And Working With</b>	<p><b>Join our enthusiastic and committed team</b> - You will work alongside Sandie Smith, our CEO, and will be managed by the Information Manager.</p> <p>Working within a small organisation you have to be adaptable and flexible and happy to roll your sleeves up.</p>
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<b>How We Will Reward You</b>	<p><b>1. Salary</b> Full time equivalent salary of £20,000 per annum pro rata.</p> <p><b>2. Working Hours &amp; Location</b> Part time at 24 hours per week. Working patterns to be agreed with your manager so as to support the provision of excellent customer service.</p> <p>The normal place of work will be the offices of Healthwatch Cambridgeshire and Peterborough at The Maple Centre, 6 Oak Drive, Huntingdon.</p> <p>During working more than 6 hours/day, the post holder will take a 30-minute unpaid lunch break.</p> <p><b>3. Annual Leave, exclusive of bank holidays</b> 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. Leave is pro rata based on actual working hours.</p>
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**4. Pension**

Healthwatch Cambridgeshire and Peterborough offer a defined contribution, Flexible Retirement Plan with TPT, formerly The Pensions Trust.

Healthwatch pays 8% of salary from first day of employment, staff can make voluntary contributions.

For more information visit <http://www.tpt.org.uk/>

**5. Sickness**

Healthwatch Cambridgeshire and Peterborough operates an occupational sick pay (OSP) scheme as follows: -

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)

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

After two years' service, two months' full net pay and 4 months' half pay, then reverting to SSP.

For further information on Healthwatch Cambridgeshire and Peterborough please visit our web sites:

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

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