

Partnership Support Officer

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 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 assisting the Partnership Development Manager in ensuring the smooth running of the Adult Social Care Partnership Boards function of Healthwatch Cambridgeshire and Peterborough.</p> <ul style="list-style-type: none">• There are four Partnership Boards:<ul style="list-style-type: none">• Carers Partnership Board• Learning Disability Partnership Board• Older People’s Partnership Board• Physical Disability & Sensory Impairment Partnership Board• There are also Forums and Focus Groups<ul style="list-style-type: none">• Wheelchair Users Forum• Transport Focus Group <p>There are also other meetings that take place to support the work of the Partnership Boards, Forums and Focus Groups.</p>
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<p>What We Need You To Do For Us</p>	<ul style="list-style-type: none"> • Provide general administrative support to help us deliver a high-quality service. • Respond in a timely manner to public telephone and email enquiries. • Maintaining accurate and up to date office systems and procedures. • Assist in the preparation of meetings • Attend meetings, assist with the setting up and clearing up of meeting rooms. • Take the minutes at Partnership Board meetings, type them up. • Prepare Partnership Board documents for publication on our website. • Provide administrative support to Healthwatch Cambridgeshire and Peterborough staff, Directors and volunteers. • Undertake specific pieces of work as delegated by the Partnership Development Manager.
<p>This Job Is Ideal If You Are Motivated To</p>	<ul style="list-style-type: none"> • Use your organisational and administrative expertise and knowledge 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"> • A good understanding of the remit of Healthwatch and importance of patient involvement • An understanding of the structure and delivery of NHS and social care services • Experience of working in a customer service or public facing role • Experience of maintaining efficient administrative systems <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. • Willingness to learn about producing information in different formats'. <p>You will also need to demonstrate</p> <ul style="list-style-type: none"> • Good communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders; especially with people with lived experience of disability, are older or are carers. • Good written and oral 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. • Good interpersonal skills which enable you to work effectively as part of a team. • 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 • Commitment to excellence in customer service • Commitment to equality, diversity and inclusion <p>Other</p> <ul style="list-style-type: none"> • A flexible approach • DBS standard level disclosure • Able to work outside office hours • Able to drive and have own car
<p>Who You Will Be Reporting To And Working With</p>	<p>Join our enthusiastic and committed team - You will be managed by our Partnership 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 circa £18,000 to £20,000 per annum.</p> <p>2. Working Hours & Location Part-time at 28 hours per week, Monday to Friday. Start and finish time of work to be agreed with your Manager.</p> <p>The normal places of work will be the office of Healthwatch Cambridgeshire & Peterborough at The Maple Centre, 6 Oak Drive, Huntingdon but will be expected to attend meetings and events in Cambridgeshire and Peterborough</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 Pro-rata based on a full-time equivalent of 28 days 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>

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 month's half-pay, then reverting to SSP.

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