

Digital Engagement Officer

Job Profile

<p>Who we are and why we need you</p>	<p>We need you to join our close-knit team and:</p> <ul style="list-style-type: none"> • Help local people share their experiences and ideas about improving health and social care services. • Develop strong links into local communities and with local health and care stakeholders, particularly in the voluntary and community sector. • Provide good services economically, being aware of value for money. • Help 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 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</p>	<ul style="list-style-type: none"> • Work with communications and engagement colleagues to help plan and deliver a range of engagement activities across our area in line with our strategic priorities. • Collect feedback from local communities, groups, organisations and individuals about local health and social care services, particularly from those who find it harder to access service or share their views. • Run a range of engagement activities - both online and offline - such as workshops, drop-ins and hosting information stands to find out people's views and facilitate their involvement. • Help market engagement activities through digital and non-digital routes - including updating the websites, sharing information on social media channels and with targeted community contacts. • Support the communications team with sharing engagement campaign materials via the organisation's social media channels.

	<ul style="list-style-type: none"> • Help support Healthwatch volunteers undertake engagement activities, particularly around developing online engagement on social channels. • Make links and develop partnership approaches with other community and health and care organisations. • Work with others to ensure that seldom heard voices are represented, such as people from minority ethnic communities, people with sensory and learning disabilities and those from our more deprived communities. • Attend meetings as requested, representing the voice of local people through the remit of Healthwatch Cambridgeshire and Peterborough.
<p>This job is ideal if you are motivated to</p>	<ul style="list-style-type: none"> • Help improve health and social care services by empowering local people to share their feedback. • Be creative and enjoy innovative work. • Make a difference and see the impact of your work on other people's lives. • Be responsive to 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 awareness of key local issues in health and social care, and an understanding of how health and social care services are provided locally. • Knowledge of the local voluntary and community sector. • Experience of working with people in a supportive role and helping them to get information, services, or share their experiences. • Experience of maintaining a work or club social media profile and creating content using pictures, videos and words - minimum one year. • Understanding and use of community engagement techniques to involve people. This includes active listening, facilitating communications activities, working with community groups and ensuring that your chosen techniques are accessible to the people you are trying to engage. • Experience of working with and motivating volunteers. • Flair for building relationships and building networks. <p>Ideally, though not essential, you will also be able to demonstrate:</p> <ul style="list-style-type: none"> • A good understanding of the remit of Healthwatch and importance of patient involvement mechanisms. • Evidence of continuing education and/or personal development. • Experience of using website content management systems - ideally Drupal. • Experience of using Adobe packages, particularly Photoshop.

	<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, from senior managers to members of the public. • Strong planning and time-management skills - the ability to prioritise in the face of competing demands. • Excellent team collaboration skills supported by practical experience. • Computer literacy enabling the effective use of the Microsoft suite of packages. • Energy and drive with a focus on delivery. • The ability to attend meetings 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 • Commitment to excellence in customer service • Commitment to equality, diversity and inclusion
<p>Who you will be reporting to</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 Salary of £21,328 (pro rata); i.e. £12,105 for 21 hours per week.</p> <p>2. Working Hours & Location Working hours will be 21 hours per week. Working patterns to be agreed with your Manager so as to support the delivery of engagement activity. Some working outside usual office hours including weekend working will be required.</p> <p>The normal place of work will be the Healthwatch Cambridgeshire and Peterborough Office, at The Maple Centre, 6 Oak Drive, Huntingdon. This post will require extensive travel across Cambridgeshire and Peterborough.</p> <p>During working more than 6 hours/day, the post holder will take a 30-minute unpaid lunch break.</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.

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.