

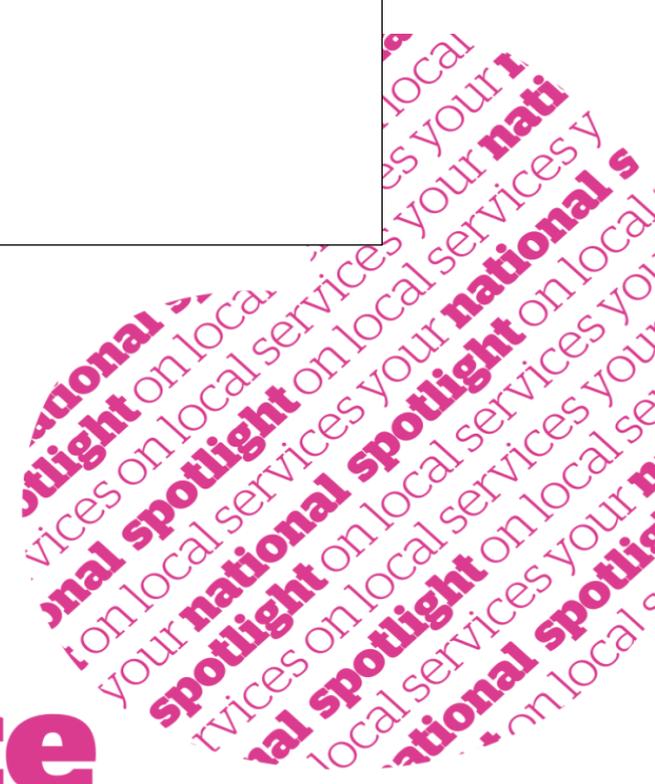
Recruitment Pack:

Enter & View Officer and Advocacy Coordinator

Contact: 01743 237 884

Lynn Cawley
Chief Officer
Healthwatch Shropshire

your
voice



Recruitment Process

To apply for this role, please complete the application form with a supporting statement (no longer than three sides of A4) setting out how you meet the requirements of the role specification to steph.dunbar@healthwatchshropshire.co.uk or by post (clearly marked Confidential - Healthwatch Shropshire) to:

Steph Dunbar
Healthwatch Shropshire
4 The Creative Quarter
Shrewsbury Business Park
Shrewsbury
SY2 6LG

Please note that the closing date for applications is noon Tuesday 2nd April 2019.

No late applications will be accepted.

Interviews will take place on Tuesday 9th April 2019.

Dear Candidate

Thank you for expressing your interest in joining Healthwatch Shropshire as the Enter & View Officer and Advocacy Coordinator. I hope that the information in this pack will give you a feel for the organisation, what we do and how we make a difference. You should find all the information you need here.

Set up under the Health and Social Care Act 2012 the local Healthwatch network works to give citizens a greater say in how the NHS is run. Healthwatch Shropshire's purpose is to be the recognised independent voice of the people of Shropshire in seeking to improve their experience of Health and Social Care services.

We are looking for an experienced, dynamic person with plenty of drive and energy, to join our team and share our passion for making Healthwatch in Shropshire the "consumer champion" for NHS, public health and social care services across Shropshire.

You may not have a background in health or social care, but you will certainly be able to demonstrate that you have the knowledge, skills and experience to deliver exceptional results through effective networking and great team work.

If you want to help Healthwatch Shropshire to be the effective "voice of the people" in Shropshire and to play its part in shaping the future of health and social care services within the county, then we want to hear from you.

Lynn Cawley
Chief Officer
Healthwatch Shropshire

GUIDELINES ON COMPLETING YOUR APPLICATION

These notes have been provided to help you with your application and it is very important that you read them before you complete the form.

In order to be able to make a fair comparison between candidates please note:

- All applicants are must use the form provided. Please do not submit a CV. If you do so it will not be considered during the shortlisting process
- Applications received after the closing date, for whatever reason, will not be considered. It is therefore in your interests to submit your form in plenty of time. If sending by post please ensure you put sufficient postage on the envelope. A number of applicants for previous vacancies have had their applications rejected as insufficient postage has caused a delay in delivery. Please note that our premises have no access to a letter box outside of normal office hours, and therefore deliveries by hand must be on a week day between 9.00 am and 5.00 pm Monday to Thursday

In order to ensure that applicants for employment are assessed fairly against the needs of the post concerned, a scoring system will be used in order to select those applicants who will be invited for interview. Marks will be given according to how well your application meets our requirements and the candidates with the highest total scores are invited for interview. Shortlisting is undertaken by at least two people working independently, who consider only the information contained in each application form to decide which candidates to interview.

It is, therefore, particularly important that you fill out the application form carefully, as it may make the difference between being offered an interview or not. The following points are designed to help you in completing a good application form.

1. Job Description and Person Specification: You will find a Job Description and a Person Specification enclosed in your pack. The Job Description outlines the tasks you will be expected to deliver if you are successful; the Person Specification describes the personal qualities we are looking for to fill the post. Your application should, therefore, be based primarily on the Person Specification, using the job description to give examples where you used your skills and experience to undertake similar tasks in previous jobs.
2. Consider yourself against those requirements: You will need to show on the form evidence that you have those requirements. Think about each previous job you may have had and what it is about that job which is relevant to the job you are applying for. Include voluntary and part time work, as this may help uncover skills which you may have taken for granted but which could be relevant to the job applied for.
3. Education/Training/Qualifications: Please detail the information which is relevant to your application. It is not necessary to list every day long training course you have attended. Please note that if you are shortlisted, you will be asked to supply evidence of your qualifications (such as original certificates) on the day of your interview.

4. Do a rough draft of the application: This will help you to organise the information and avoid mistakes.
5. Declaration: - if you submit your application by email and are shortlisted, you will be asked to sign your application form on the day of interview
6. Data Protection: Personal data obtained from applicants during the recruitment process will be held securely and will be used solely for the purposes of selection for the post advertised. Other than for the successful applicant, no personal data from the application form will be retained beyond six months from the date of interview, when it will be confidentially shredded or deleted if electronic.

What happens next?

Short-listing will take place soon after the closing date, and as soon as possible after this, you will be informed as to whether or not you have been invited to interview. If you would need any special arrangements in order to attend for interview, please either include this on the form or attach a separate sheet if necessary.

All appointments are made subject to satisfactory references being received, an occupational health check and satisfactory completion of a probationary period.

Job description

Job Title: Enter & View Officer and Advocacy Co-ordinator

Hours per week: 25

Salary: £16,868

Contract: Permanent

Responsible to: Chief Officer

Responsible for: Enter and View Volunteers and supervision of Advocate/s

Key working relationships:

Healthwatch Shropshire staff team, volunteers and Board Members; IHCAS Advocate/s; the Care Quality Commission; local commissioners; local health and social care providers

Main Job Purpose: To co-ordinate and ensure effective delivery of Enter and View programme and the IHCAS service

Key activities:

Enter & View

- Working with the Volunteer Officer to recruit new volunteers to undertake Enter & View
- Ensuring volunteers are appropriately matched and trained for Enter & View, are DBS checked and have references
- Lead on DBS for Healthwatch Shropshire and undergo an Enhanced DBS check
- Delivering a training programme for Enter and View volunteers (Authorised Representatives) and ensuring that it is kept up to date
- Undertake required training for Enter & View and undertake Enter & View visits to maintain skills and to be the staff representative on unannounced visits
- Working with the Volunteer Officer to manage and support the Enter and View Volunteers in their role
- Reviewing and editing Enter & View reports to ensure a consistent quality to all reports and that they are accessible
- Co-ordinating the Enter and View programme of visits, where appropriate jointly with other Local Healthwatch or a Community Health Council in Wales
- Servicing the Enter & View Committee including developing the agenda and supporting papers

- Organising and delivering three Enter & View meetings per year to support the volunteers
- Working with the Volunteer Officer to arrange and help facilitate regular volunteer meetings
- Maintaining regular contact with the local Care Quality Commission Lead and individual inspectors as appropriate
- Maintaining contact with local and national partners and stakeholders, including Healthwatch England, to keep abreast of best practice in Enter & View
- Co-ordinating with appropriate local partners to carry out joint work, e.g. Service Commissioners
- Representing Healthwatch Shropshire at relevant meetings, for example the health economy meetings with the Care Quality Commission

IHCAS:

- Undertake the call handling for relevant callers and ensure that details are correctly recorded
- Provide the initial signposting and support for people wishing to make a formal NHS complaint
- Undertake the referral, with support when necessary, to an IHC advocate when appropriate
- Accompany the IHC advocate/s to meetings when required in line with our Lone Working Policy
- Manage a small case load, if required
- Provide additional support to clients, if an advocate is not required, but the client needs information/signposting to make an NHS complaint or raise concerns
- Work with colleagues to provide the necessary reporting to the Commissioner, the Board and others as relevant
- Undertake any necessary training and CPD

Other duties:

- Monitoring and evaluating activities and writing reports for the Board and colleagues as required
- Participating in and contributing to team meetings and work planning
- Ensuring that people's experiences of health and social care services are recorded
- Attending and contributing to supervision, performance review and appraisal sessions
- Attending local information sharing meetings where appropriate
- Working jointly with colleagues to develop surveys and questionnaires and to produce reports for information gathering exercises and research undertaken by Healthwatch Shropshire
- Delivering presentations on Healthwatch Shropshire and its work
- Answering the telephone etc. and supporting other team members in their work

Healthwatch Shropshire reserves the right to alter the content of this job description, after consultation, to reflect changes to the job, without altering the general character or level of responsibility.

Person Specification

Attributes	Essential	Desirable
Education and training	<ul style="list-style-type: none"> • Good standard of education; GCSE, or equivalent level, in English Language • Good level of computer literacy • Good knowledge of the principles of volunteering 	<ul style="list-style-type: none"> • Education to degree level or equivalent • Training in training techniques (to deliver training courses)
Experience	<ul style="list-style-type: none"> • Recent experience of working in a voluntary or community organisation or in a health or social care context • Work on a one-to-one basis with individuals, including demonstrating listening skills and giving information in a clear and concise way • Passing on skills/training • Organisation of events and meetings • Monitoring, and evaluating projects and record keeping 	<ul style="list-style-type: none"> • Evidence of completing training in using listening skills and providing practical / emotional support • Experience of working in a rural context • Knowledge of the Shropshire area
Skills	<ul style="list-style-type: none"> • Good interpersonal skills and the ability to relate well to a range of people • Good administrative skills with the ability to be organised and accurate and to work to deadlines • Excellent communication and presentation skills, both written and oral, including report writing 	<ul style="list-style-type: none"> • Interviewing skills (for recruitment of Enter & View volunteers)
Additional qualities	<ul style="list-style-type: none"> • Ability to travel extensively across Shropshire including remote rural locations in order to fulfil the outreach role (travel outside Shropshire may also be required) • A belief in and commitment to volunteering 	<ul style="list-style-type: none"> • A commitment to Shropshire and the wellbeing of its population • Commitment to the ethos and work of the voluntary sector

MAIN CONDITIONS OF SERVICE

Starting salary	£16,868 pro-rata (based on £21,693 per annum)
Term of employment:	Permanent Contract. HWS has confirmation of a contract extension until the end of March 2021 with a possible extension of 2 years.
Probationary period	This post carries a probationary period of 3 months. Confirmation of employment will be subject to satisfactory performance during this period.
Hours:	25 hours per week (excluding lunch breaks)
Holiday:	114 hours per annum excluding bank holidays. The holiday year runs from April to March. Holiday entitlement for staff joining the organisation during the year will be calculated on a pro-rata basis per complete month worked.
Pension:	This post is pensionable. The post holder will be entitled to an employer's pension contribution of up to 5% of salary into the scheme, providing this is matched by at least the equivalent % of salary contribution by the employee.
Place of work:	Shrewsbury, based in high quality office facilities on accessible business park. This post will require some travel throughout the County
Termination of Employment:	One week's notice in writing on either side during the Probationary Period. Upon confirmation of appointment, 1 months' notice on either side.
Use of car for business purposes	During the course of your work you will be required to travel away from your office base. When using your own car for such travel, you will be reimbursed as a casual car user at the current rate of forty five pence per mile. You are required to ensure that your car insurance covers you to use your vehicle for business purposes.

Healthwatch Shropshire - FAQ's

Q. What is Local Healthwatch?

A. Local Healthwatch is a government initiative to help people to have their say about health and social care services; it is the local consumer champion for users of these services.

Q. How is Healthwatch Shropshire set up?

A. The Health and Social Care Act 2012 has given Local Authorities a statutory duty to commission an effective and efficient local Healthwatch in their area. Healthwatch Shropshire is an independent Charitable Company with its own Board and staff. The contract for delivery is held by Healthwatch Shropshire with Shropshire Council.

Q. How is Healthwatch Shropshire funded?

A. Funding is available for Healthwatch Shropshire from the Department of Health, who provide the money to Shropshire Council as a grant. The amount available to Healthwatch Shropshire is based on the number and demographics of the people living in Shropshire.

Q. What does Healthwatch Shropshire do?

- A. Healthwatch Shropshire is the local Healthwatch organisation and it:
- provides information and signposting to the public about accessing health and social care services and choice in relation to aspects of those services
 - makes the views and experiences of people known to Healthwatch England helping it to carry out its role as national champion;
 - makes recommendations to Healthwatch England to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern (or, if the circumstances justify it, go direct to the CQC with their recommendations, for example if urgent action is required by the CQC);
 - promotes and supports the involvement of people in the monitoring, commissioning and provision of local care services;
 - obtains the views of people about their needs for and experience of local care service and make those views known to those involved in the commissioning, provision and scrutiny of care services;
 - makes reports and make recommendations about how those services could or should be improved; and
 - supports people via the NHS Independent Complaints Advocacy Service.

Q. What is Enter & View?

A. Healthwatch Shropshire gathers information on people's experiences of health and social care and when it is appropriate for Healthwatch Shropshire to see and hear for itself how services are provided it has the power to visit a service. These visits are called Enter & View. Specially trained Authorised Representatives visit a service, make observations, collect people's opinions and produce a report that is published. Enter & View is an opportunity for positive change and findings are shared with the provider of the service and also key other organisations.

Q. What is independent health complaints advocacy (IHCA)?

A. The IHCA service works within the NHS complaints regulations and empowers people to make formal complaints themselves. Our Advocates can listen to clients concerns and help them to think about the relevant issues and facts needed to put together their complaint. Advocates can support clients to write a letter of complaint if necessary and will monitor the progress of complaints.

Healthwatch Shropshire cannot submit complaints on behalf of a client.

Q. What is Healthwatch England?

A. Healthwatch England represents Local Healthwatch at a national level. It is a committee of the Care Quality Commission (CQC). It is responsible for setting standards and providing support and leadership to Local Healthwatch organisations. Local voices have an influence at a national level through Healthwatch England.

Q. What is the Health and Wellbeing Board?

A. Each Local Authority has a Health and Wellbeing Board covering health, public health and adult social care. The Board includes a Healthwatch Shropshire representative to ensure that feedback from patients and service users can influence and shape health and social care services.

Q. What is the Care Quality Commission (CQC)?

A. The CQC is the regulator for health and social care providers in England. It makes sure that hospitals, care homes, dental and general practices and other care services in England provide people with safe, effective and high-quality care. The CQC works closely with Local Healthwatch and Healthwatch England to make sure that information is shared effectively.