



Who are we?

Set up under the Health and Social Care Act 2012 the local Healthwatch network works to give people a greater say in how the NHS and social care 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.

Who are we looking for?

We are looking for a dynamic person with a can do attitude, to join our small team and share our passion for making Healthwatch Shropshire the 'consumer champion' for NHS, public health and social care services across Shropshire.

You will be passionate about communication and supporting the public to be involved in improving the services they use. You may not have a background in health or social care, but you will be able to demonstrate that you have the knowledge, skills and experience to deliver exceptional results through effective teamwork.

If you want to help Healthwatch Shropshire to be 'the 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.

How can you apply?

Think this role sounds right for you? You can apply by completing the application form and writing a supporting statement (no longer than 2000 words) telling us how you meet the requirements of the role. CVs will not be considered.

Send the completed application form and supporting statement to:
enquiries@healthwatchshropshire.co.uk.

The closing date is 25/11/2021

Interviews have been set for 6 or 7/12/2021

You can download the application form from www.healthwatchshropshire.co.uk/work-us.

Job description



Job Title: Communication & Involvement Officer

Hours per week: 30 hours over 4 days

Salary: £22,627 - £23,080 pro-rata

Responsible to: Chief Officer

Responsible for: HWS Volunteers

Key working

Relationships: Healthwatch Shropshire staff team, volunteers and Board Members; local commissioners; local health and social care providers, voluntary and community groups

Job Purpose:

To implement Healthwatch Shropshire's community engagement and communications strategy as part of the wider team. You will use and develop communication channels to encourage residents of Shropshire to increase their involvement in the development and improvement of local health and social care services. You will represent Healthwatch Shropshire at public events and stakeholder meetings.

Key Activities:

- Use and develop communication channels to
 - support the face-to-face engagement activity of Healthwatch Shropshire
 - encourage and facilitate public involvement in service design and development by the local health and social care system
 - promote and recruit to volunteering opportunities with Healthwatch Shropshire, including Board membership and Young Healthwatch
- Create content and co-ordinate content written by other colleagues in line with Healthwatch priorities and brand messaging
- Support the gathering of Shropshire residents' experiences of health and social care services using a variety of methods such as surveys, focus groups and interviews
- Support events across the county including consultations, roadshows, ensuring that design and delivery of events is appropriate for the intended audience
- With the support of colleagues, undertake Healthwatch projects and engagement activities to meet our priorities and statutory functions
- Produce project reports for the Board, commissioners and the public
- Provide assistance with answering general telephone enquiries, recording feedback and providing information and signposting where required

General duties:

- Support the work of colleagues within the team and the wider organisation
- Facilitate joint work with other local Healthwatch as opportunities arise
- Keep up to date with relevant legislation and be familiar with local and national health and social care policies
- Participate in and contribute to the production of work plans
- Attend and contribute to supervision, performance review and appraisal sessions.
- Attend and contribute to team meetings and training events as required



Notes:

This role is office based however some home working will be considered. 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.

The post holder will be required to undertake a Standard DBS check

The nature of this role means that some evening and weekend work may be required.

Person Specification

| Attributes | Essential | Desirable |
|-------------------------------|---|--|
| Education and training | <ul style="list-style-type: none">• Good standard of education supported by qualifications• Excellent computer literacy with good working knowledge of Word and Excel software, use of email and internet and digital media• Full driving licence and access to car are essential as this role requires some travel within Shropshire | <ul style="list-style-type: none">• QCF level 3 or above• IT Qualification• Knowledge of local health and social care services |
| Experience | <ul style="list-style-type: none">• Experience of using social media | <ul style="list-style-type: none">• Experience of populating websites• Experience of producing newsletters and press releases• Undertaking surveys, gathering and reporting feedback |
| Skills | <ul style="list-style-type: none">• Ability to work with a wide range of people• Monitoring and record-keeping | <ul style="list-style-type: none">• Group work/facilitation skills |

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| | <ul style="list-style-type: none"> • Good communication and presentation skills, both written and oral • Ability to produce clear and concise reports based on collected feedback | |
| Additional qualities | <ul style="list-style-type: none"> • A belief in the importance of engaging people/communities in decision-making • Flexible approach, willingness to complete different tasks as required whilst working within a small team. • Ability to work alone or as part of a team | |

What if you don't meet all the criteria?

We would still love to hear from you if you think you would be a good fit for this role. On your application form tell us what transferable skills and experience you could bring to the team and how you feel you could contribute to our work.

What if you have questions?

If you have any questions about the job role then please give us a call on 01743 237884 for an informal discussion with our Chief Officer, Lynn Cawley, about Healthwatch Shropshire and this position. You can also email questions to enquiries@healthwatchshropshire.co.uk.

