



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 enjoy talking and listening to people and making sure their voices are heard.

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 networking and great 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

Interview date 6 or 7/12/2021

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

Job description



Job Title: Community Engagement Officer

Hours per week: 30 hours over 4 days

Salary: £22,627 - £23,080 pro-rata plus travel expenses

Responsible to: Chief Officer

Responsible for: HWS Engagement 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 go out and about meeting residents of Shropshire to listen to their experiences and support them to be involved in the development and improvement of local health and social care services. You will represent Healthwatch Shropshire at public events and stakeholder meetings. This role will also involve providing some administrative support.

Key Activities:

- Gather experiences of health and social care services using a variety of methods such as surveys, focus groups and interviews
- Remove barriers to enable the most vulnerable and seldom-heard to participate and feel their voice is heard through active listening and recording of people's comments
- Identify and network with organisations, user-led groups, community forums to ensure they are aware of and engaged with the work of Healthwatch Shropshire.
- Promote, present and give talks regarding the work of Healthwatch Shropshire at events and other networking opportunities to raise the profile of Healthwatch Shropshire
- Organise and facilitate events across the county including forums, consultations, roadshows, ensuring that the design and delivery of these events is appropriate for the intended audience
- Use social media to promote engagement activity of Healthwatch Shropshire and to encourage public involvement
- With the support of colleagues, design and undertake 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:

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 post is office based with some scope for flexible home working by agreement.

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• Understanding of community development and of issues affecting rural communities• 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 extensive travel within Shropshire and beyond if necessary	<ul style="list-style-type: none">• QCF level 4/degree or equivalent• Community work qualification• Knowledge of local health and social care structures and how they operate in Shropshire or similar area• Experience of using social media
Experience	<ul style="list-style-type: none">• Work with voluntary and/or community groups	<ul style="list-style-type: none">• Undertaking community surveys, gathering and reporting public feedback and being active through community consultation, focus groups• Group work/facilitation skills

		<ul style="list-style-type: none"> • Experience of setting up & facilitating forums or networks • Experience of working with local media channels including press and radio
Skills	<ul style="list-style-type: none"> • Ability to work with a wide range of people • Good communication and presentation skills, both written and oral • Ability to produce clear and concise reports based on collected feedback • Monitoring and record-keeping 	
Additional qualities	<ul style="list-style-type: none"> • A belief in the importance of engaging people/communities in decision-making • Positive and creative approach to working with local groups • Ability to work alone or as part of a team • Flexible approach, willingness to complete different tasks as required whilst working within a small 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 call 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 quoting this job title.