



Who are we?

Healthwatch was set up under the Health and Social Care Act 2012. Part of a national network we are here 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.

Since 1st July 2025, Healthwatch Shropshire, along with the Independent Health Complaints Advocacy Service we provide, operate as independent services within [Community Resource](#).

The first Healthwatch contract in Shropshire was awarded to Community Resource (then Shropshire Rural Communities Council) in 2012. We've worked closely ever since, so in many ways, this feels like coming home.

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 have an interest in health and social care and public engagement and will have the organisation skills to arrange and manage our program of Enter and View visits.

You will be a compassionate person with good listening skills who is comfortable having sometimes difficult conversations with members of the public, including those using our Independent Health Complaints Advocacy Service (IHCAS).

You may not have a background in health or social care, but you will be able to demonstrate that you have the ability and skills to deliver great results through effective communication, networking and 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.

Job description

Job Title: Enter and View Officer and Advocacy Coordinator

Hours per week: 25 hours over 4 days

Contract: Fixed term until 31 March 2027 (may extend, subject to further funding)

Salary: SCP 14 £29,053.36 pro-rata plus travel expenses

5% employer matched pension contributions

Responsible to: Head of Service: Healthwatch Shropshire

Responsible for: Healthwatch Shropshire Enter and View Authorised Representatives

Key working

Relationships: Healthwatch Shropshire project team, other teams within Community resource, volunteers and Board Members; local commissioners; local health and social care providers, voluntary and community groups

Job Purpose:

To coordinate and ensure effective delivery of the Enter and View program and the IHCA Service.

Key Activities:

1. Recruiting, training and managing volunteers to undertake the Healthwatch Shropshire Enter and View programme of visits.
2. Researching and planning Enter and View visits based on intelligence received by Healthwatch Shropshire or on suggestions from stakeholders, e.g. Shropshire Council, Shropshire Telford & Wrekin NHS, Care Quality Commission
3. Organising and producing papers and minutes for quarterly Enter and View Committee meetings.
4. Writing or editing Enter and View visit reports to ensure a consistently high quality of output from visits.
5. Coordinate the Independent Health Complaints Advocacy Service (IHCAS) initially by providing information about the service and speaking to callers, responding to email enquiries etc.
6. Act as an advocate for IHCAS clients providing support, putting complaints in writing, attending meetings and progress chasing on complaint responses.
7. Keep accurate, comprehensive records of all contacts with the IHCA Service and notes of all contact with clients. Provide a quarterly IHCA Service report for the Board and Commissioner.
8. Assisting in the production of feedback reports.
9. Answering phone calls from the public, providing general advice, information and signposting.

Notes:

Induction and training will be given, including the opportunity to shadow the Chief Officer and other members of the team as appropriate.

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 an Enhanced DBS check.

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

The nature of this role means that some very occasional evening work may be required.

Person Specification

What if you don't meet all the criteria below?

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.

| 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, Excel and Teams software, use of email and social media • Full driving licence, access to a car and Business Insurance. This role requires extensive travel within Shropshire | <ul style="list-style-type: none"> • QCF level 4/degree or equivalent • Knowledge of local health and social care structures and how they operate in Shropshire or similar area • Training in training delivery techniques |
| Experience | <ul style="list-style-type: none"> • Recent experience of working in a voluntary or community organisation or in a health and social care context • Working on a 1:1 basis with people • Record keeping | <ul style="list-style-type: none"> • Knowledge of the Shropshire area |
| 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 | <ul style="list-style-type: none"> • Interviewing skills for volunteer recruitment |
| Additional qualities | <ul style="list-style-type: none"> • Ability to travel across Shropshire • Ability to work alone or as part of a team | |

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| | <ul style="list-style-type: none"> • Flexible approach, willingness to complete different tasks as required whilst working within a small team | |
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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 2 sides of A4, font 11 minimum) telling us how you meet the requirements of the role. CVs will not be considered.

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

As part of our equality, diversity and inclusion monitoring we also ask applicants to [complete this short survey](#).

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

Closing date: 27th March 2026. Healthwatch Shropshire reserve the right to close this vacancy early should a suitable candidate be appointed before the advertised closing date. Early application is therefore encouraged.

Interview date: As soon as possible after the closing date.

What if you have questions?

If you have any questions about the job role then please call 01743 237884 for an informal chat with a member of the team about Healthwatch Shropshire and this position. You can also email questions to enquiries@healthwatchshropshire.co.uk quoting this job title.



Healthwatch Shropshire is signed up to the Social Value Charter for Shropshire.

[Who's improving social value in Shropshire? | Shropshire Council](#)