



JOB DESCRIPTION

Title: Healthwatch Young People Engagement and Volunteer Co-ordinator
Fixed term contract 12 months

Hours of work: 28 hours per week flexible, but may include some evening and weekend work.

Salary: £22,000 pro rata, 28 hours £16,648

Responsible to: Healthwatch Manager

Closing date: Friday 9th April 2021

The aim of Local Healthwatch in Warrington is to give local people a stronger voice to influence and challenge how Health and Social Care services are commissioned and provided across the Borough.

LOCAL HEALTHWATCH WILL ALSO:

- Provide or signpost people to information to help them understand their choices about the health and social care services they receive.
- Gather information and intelligence to support service development and change.
- Signpost people to the Independent Complaints Advocacy Service (ICAS) should they wish to complain about the services they have received.



JOB PURPOSE

- To recruit, train and support volunteers into different roles in Healthwatch to deliver pieces of work and activities.
- To adapt to changing environments and to deliver activities in a range of innovative formats including online activities.
- To seek out the views of patients, service users and the public on matters relating to Health and Social Care in Warrington.
- To collect, and record information from the public so that the voice of local people can be heard by the NHS and social care.

MAIN DUTIES

- To promote volunteering and young people's engagement in Healthwatch Warrington and recruit volunteers to our volunteer roles working with other team members as part of the agreed process
- To run volunteer training in line with Healthwatch policy and practice (this will be training for new volunteers, and any new training required over time)
- To assess individual's skills and support needs to aid the development of volunteers' knowledge, competence, and skills.
- To co-ordinate volunteer activity, e.g., rotas, meetings, volunteer write-ups of information gathered and debrief on activities etc.
- To provide one-to-one and group supervision for volunteers and undertake problem solving, as necessary.
- To work collaboratively with the team, and specifically with the Community Outreach Lead to ensure coordinated activity.
- To build links and relationships in local communities to enable Healthwatch to hear the experiences of many people including those who are least heard.
- To plan and deliver specific engagement activities with young people and volunteers (e.g., focus groups, workshops, group discussions, attending events/meetings in the community, running stalls, and undertaking surveys)
- To plan and co-ordinate time limited and ongoing pieces of work involving volunteers including enter and view visits to NHS and social care services.



- To record information gathered from local people, keep records of activities in line with agreed Healthwatch recording systems/procedures and produce reports as needed.
- To build relationships within NHS and Health and Social Care services to facilitate engagement work.
- To provide cover for the Healthwatch information service as required - responding to individual questions relating to health and social care from the public.
- To maintain an understanding of issues related to volunteering roles.
- To develop and maintain an understanding of local health and social care services. To support Healthwatch communications and promotion work.

GENERAL DUTIES

- To be flexible and provide cover for other team members as required and carry out associated duties that may arise.
- Abide by organisational policy, codes of conduct and practices.
- Maintain a thorough working knowledge of Healthwatch data protection and safeguarding processes.
- Keep up to date with Healthwatch England information and guidance.
- To enact the values of Healthwatch Warrington and ECS
- To take responsibility for personal learning and development



PERSON SPECIFICATION - HEALTHWATCH ENGAGEMENT AND VOLUNTEER CO-ORDINATOR

Criteria	Essential	Desirable
<p>Knowledge</p>	<ul style="list-style-type: none"> • Good level of general education • Experience of working with children and/or young people. • Work experience in statutory health/social care sector or relevant voluntary organisations. • Experience of production of reports • Experience of supporting and developing volunteers. • Experience of presenting information to a range of different stakeholders • Record of accomplishment of having effectively engaged with patients/service users/carers/communities. • Experience in the application of various communication platforms • Experience of direct work with or empowerment of service users/carers/patients/communities. • Knowledge of good practice in working with volunteers • Good understanding of the needs and challenges faced by diverse and excluded communities. • Experience of working to project plans, targets and outcomes • Experience of devising and running training. 	<p>Health or social care qualification</p> <p>Volunteer co-ordinator training.</p>



	<ul style="list-style-type: none"> • Experience of different methods of community engagement including reaching those who are least heard. • Ability to present information in a variety of formats depending on audience. 	
Skills	<ul style="list-style-type: none"> • Ability to think analytically and critically to ask relevant questions and look below the surface. • Experience of networking and negotiation skills • Written communication skills: ability to write in plain English to produce different types of documents. • Planning and time management skills - enabling you to co-ordinate input from different people into pieces of work within set timeframes and plan multiple pieces of work simultaneously • Skills in effective communication with people of varying communication needs • Ability to form and maintain good working relationships and relate to a wide range of people • Excellent IT skills including use of PowerPoint, Office, Excel, Teams, Zoom. • Ability to work on your own initiative to achieve outcomes for Healthwatch, delivering your parts of the work plan. • Commitment to equal access to quality services for all • Commitment to working in partnership with service users, carers, patients, and the community 	
Other	<ul style="list-style-type: none"> • Committed to good practice in equality & diversity matters. • Awareness of the importance of GDPR compliance • Willingness to be flexible about working hours. • Enhanced DBS check 	Current driving license with access to vehicle to enable travel around the Borough to carry out duties



Engaging
Communities
Solutions

healthwatch
Warrington

Please submit all applications to clare.screeton@healthwatchwarrington.co.uk by Friday the 9th of April 2021

Or post to : Clare Screeton
Healthwatch Warrington
The Gateway
85 - 101 Sankey Street
Warrington
WA1 1SR