



Sefton CVS

Supporting Local Communities

JOB DESCRIPTION

- Job Title:** Healthwatch Sefton Engagement Officer
- Salary:** £13,595 – 21 hours per week
- Accountable to:** Healthwatch Sefton Engagement Manager
- Location:** Burlington House, Waterloo, Sefton
- Responsible to:** Manager, Healthwatch Sefton

Job Purpose: To support and facilitate the engagement and participation of under-represented sectors across Sefton and facilitate and to further develop the locality model, in line with the work of Healthwatch Sefton to provide effective patient and public involvement.

Duties:

1. To identify relevant sectors of the population, and enable mechanisms for the recruitment of members, both individuals and organisations, to Healthwatch Sefton
2. To service and facilitate the Healthwatch Sefton Locality model(s) as agreed with the Healthwatch Sefton Engagement Manager.
3. Identify mechanisms for gathering local people's experiences of Health and Social Care services.
4. To liaise with Clinical Commissioning Group locality managers, patient reference groups and other key stakeholders.
5. To have a presence in local hospitals and other health and social care settings to promote Healthwatch and its aims.
6. To ensure that members receive appropriate training and support.
7. To assist in the maintenance of strategic links across statutory and voluntary sectors, ensuring that Healthwatch Sefton has significant influence on healthcare provision and social care services within Sefton.

8. Preparation of all necessary reports, presentations etc, in relation to the work of Healthwatch Sefton.
9. To work closely with the Healthwatch Sefton Manager contributing to the communications strategy for Healthwatch Sefton.
10. To attend relevant training and conferences and to perform all other appropriate duties.
11. To work with the Healthwatch Sefton Manager to ensure contract compliance.
12. To produce written/verbal reports and minutes on behalf of Healthwatch Sefton.
13. To provide relevant training for Healthwatch Sefton Members.

General

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

The successful candidate will be required to undergo a Disclosure and Barring Service enhanced check.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

Hours of Work

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager.

The post-holder will be expected to adopt a mature and common sense approach to this arrangement.

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

Annual Leave & Public Holidays

The annual leave entitlement is 26 days leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

Travel & Other Expenses

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed Sefton CVS Expenses Claim Form.

Equal Opportunities

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

However, although every attempt is being made to meet the access needs of disabled people, it cannot be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

In such cases, Sefton CVS will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

Navajo Charter Mark (LGBTI)

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTI people within our communities.



Sefton CVS actively welcome people from LGBTI communities to apply for our job vacancies.

Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

Funding

The post is funded until March 2021 (with the possibility of a further one year extension).

PERSON SPECIFICATION

The post-holder should be able to demonstrate that they have the skills and experience in each of the following areas:

Common Requirements of all Sefton CVS posts:

Communication Skills

- To be able to understand and be understood by different groups and individuals in various situations.
- To be able to prepare and present both written and verbal reports to a high standard.

Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote Sefton CVS's reputation

Organisational Skills

- To be able to plan and organise you own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management of your work.

Team Working

- To be able to contribute to the Healthwatch Sefton staff team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

Information and Communication Technology

- To be able to use and have experience of using a word-processor, databases, spreadsheets, internet & e-mail.

Equal Opportunities

- To be committed to equal opportunities for everyone, i.e. people who have been treated differently because of their gender, race, sexuality, etc.

Voluntary Sector

- To have an understanding of the ethos of the voluntary and community sectors, the context within which they work and their value base.
- To have an understanding of the role of Sefton CVS.

Additional Essential Requirements

- To work in a flexible way within a small team to ensure maximum effectiveness of the team.
- To make presentations to groups of various sizes
- An understanding of the aims of Healthwatch Sefton.
- An understanding of the strategic issues that impact on local health and adult social care needs and services within Sefton.
- Experience of working in partnership between voluntary and statutory services
- Experience of identifying and addressing the support needs of individuals and groups
- To have a knowledge and understanding of NHS and Social Care structures both nationally and within Sefton.
- A commitment to user and carer involvement and empowerment of marginalized groups and individuals.
- The ability to facilitate meetings in an effective way ensuring that all have chance to contribute in a respectful and appropriate manner.

Desirable Requirements

- Knowledge or previous experience of working with Children and Young People.
- Or**
- Knowledge or previous experience of working within Adult Social Care.