

Projects and Outreach Officer

Hours: Full time, core hours are 9am-5pm some flexibility is necessary around working hours
Occasional evening and weekend work is required

Location: Twickenham with travel throughout the London Borough of Richmond

Reports to: Chief Officer

Salary: £26,138 per annum + pension

Overview

Healthwatch Richmond is the consumer champion for health and social care in Richmond upon Thames. It gives the community a strong voice to influence and challenge how local care services are designed and run and the power to hold providers of local health and social to account.

You will gather the views and experiences of people who use NHS and social care through planning and delivering a programme of outreach and engagement activities. For many people the Projects and Outreach Officer will be the first contact they have with Healthwatch Richmond so a key aspect of this role will be to promote the organisation by explaining what Healthwatch is and encouraging people to sign up to receive regular communications.

You will work with the Chief Officer to identify trends from recorded views and experiences that require further investigation. Once agreed by the Board, the Projects and Outreach Officer will recruit and support a team of volunteers to undertake projects with the aim of developing an evidence base for how local services could or should improve. Our work is challenging and constantly evolving so the ability to pick-up new skills and approaches, adapt ones and find pragmatic solutions is essential.

As part of a small organisation you will be involved in many aspects of the organisation working within a small team will require and approaches to meet constantly evolving needs.

Apply

A Disclosure and Barring Service check is required for this role. Induction, support and training will be provided in line with the candidate's needs.

To apply please send a CV explaining how you meet the Job Description, a covering letter explaining how you meet the Person Specification and details of two referees to:

mike@healthwatchrichmond.co.uk

Closing date: Wednesday 20th February 2019

Interviews: Wednesday 6th March

For further information: email mike@healthwatchrichmond.co.uk or call 0208 099 5335



Job Description:

1. Develop and deliver an effective and extensive programme of community engagement
2. Deliver tailored outreach and engagement sessions to promote Healthwatch, gather and accurately record community experiences of health and social care, deliver the signposting service and record feedback and activity on the database
3. Undertake analysis of the database to identify trends on which projects will be based
4. Plan and, once agreed by the Board, undertake projects arising from community engagement
5. Recruit, train and support volunteers to undertake outreach, enter and view and project work, convening and supporting project groups to coordinate the work
6. Support the development and delivery of public meetings and engagement events
7. Contribute to the communications of the organisation by providing the Communications Officer with content for print and online newsletters and bulletins, website, print and social media
8. Collaborate with other staff to support the delivery of Healthwatch's signposting role
9. Provide occasional administrative support to the organisation's Board and Committees this include arranging meetings or events, distributing papers and taking minutes
10. Undertake any other tasks necessary to ensure the smooth running of the organisation as directed by the Chief Officer

Person Specification:

Essential

1. Able to engage with a wide section of the community through presenting to patients or professionals, leading group discussions or running exhibition stands
2. Excellent communication skills and the ability to tailor communication and engagement to the audience using face to face, print and online methods
3. Experience of collecting information through interviews, developing questionnaires and making observations, analysing information and producing well evidenced reports
4. Strong computer skills and ability to develop skill with new systems
5. Experience of project management, community engagement or working with volunteers
6. An understanding of and commitment to equal opportunities
7. Understanding of the NHS and/or social care
8. Responsive to feedback on work and ability work flexibly
9. Ability to manage multiple projects effectively and meet deadlines
10. Willingness to take on different tasks to meet the changing needs of the organisation
11. Degree level education or extensive relevant experience
12. Entitlement to work in the UK

Desirable

1. Experience of organising and facilitating public meetings and events
2. Understanding of Safeguarding principles for vulnerable adults and vulnerable children
3. Experience of working with committees or boards

