

Projects, Outreach and Communications Intern

Duration:	6 months
Hours:	Part time 3 days a week (21 Hours) including occasional evening and weekend work
Location:	Based at our Twickenham office with travel throughout the London Borough of Richmond and occasional homeworking as required.
Reports to:	Chief Officer
Salary:	£23,387 full time equivalent

Role

Healthwatch Richmond is the independent champion for people who use health and social care services. We're here to make sure that those running services put people at the heart of health and social care services and to help people to find the information they need. Our purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf to ensure that they meet the needs of our community.

You will regularly produce content for press and media, email, print, website and social media to promote the organisation. Building on your own skills, you'll gain support in developing a strategic approach to communications.

You'll see work through from start to finish; using your existing skills and learning new ones to design and undertake projects, analyse results, write reports and communicate and promote the outcomes and impact.

You will use your skills to gather the views and experiences of people who use NHS and social care and develop new skills to analyse data and use evidence to drive improvements in local services.

Our work is dynamic and constantly evolving so the ability to pick-up new skills and approaches, adapt and find pragmatic solutions is essential.

As part of a small team you will be involved in many aspects of the organisation. Induction, support and training will be provided in line with the candidate's needs.

The successful candidate will be supported by the Chief Officer and a Senior Project Officer.

Training, support and progression

The successful applicant will be provided with a programme of training and 1-1 support throughout their internship to develop the skills and experience they need for the role.

Progression into longer term roles within Healthwatch may be possible but cannot be guaranteed as our long term future is uncertain.

Job Description:

1. Undertake a training programme to provide the skills and knowledge needed to effectively undertake the internship.
2. Produce content for and distribute regular communications via media, print, website and social media channels
3. Work with the Senior Officer to deliver effective community engagement activity and learn how to plan and develop a programme of community engagement
4. Undertake analysis of patient experiences to identify trends on which projects will be based
5. Learn about NHS & social care services and deliver signposting support initially under supervision and later independently
6. Work with the Senior Projects & Outreach Officer to deliver projects, collect and analyse data and contribute to reports with a view to running projects independently
7. Work with volunteers to undertake outreach, site visits and project work, convening and supporting project groups to coordinate the work
8. Support the Healthwatch Richmond team to deliver a programme of community outreach activity
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 and Senior Projects & Outreach Officer.

Person Specification:

Essential skills

1. Good communication skills with the ability to engage with diverse groups of people through face to face, print and online methods.
2. Good observational skills.
3. Good organisational and time management skills.
4. Good computer skills and ability to develop skills with new systems.
5. Ability to work well as a team and independently when required.
6. Responsive to feedback on work and the ability to work flexibly.
7. Experience or knowledge of health and social care commissioning, provision or usage.
8. Willingness to take on different tasks to meet the changing needs of the organisation.

Desirable-

1. Experience of collecting information through interviews, developing questionnaires and making observations, analysing information and producing evidenced reports.
2. Understanding of the NHS and/or social care.
3. Experience of project management, community engagement or working with volunteers.
4. Ambitions to progress into a future career within health and social care, the charity sector or research based fields.
5. Induction, support and training will be provided in line with the candidates needs

Applications

Please send a CV (including 2 references) and cover letter explaining how you meet the Job description and Person Specification to: mike@healthwatchrichmond.co.uk

For more information call Mike Derry 0208 099 5335.

