

Job Description



Title: Citizen Ambassador

Role: To be a full and active participant in the governance and leadership of a transformation programme in health and social care at meetings and through related activity e.g. service visits / research projects (by agreement) and reporting back the outputs from active engagement with local citizens. To provide a constructive, alternative and independent perspective on discussions and decisions made within a designated transformation programme.

Responsible to: Healthwatch Surrey

Working Hours: 10 hours per month (to be worked flexibly)

Salary: £20 per hour, plus expenses

Based: Home based, with travel across Surrey

The initial contract will be for one year with the aim of extending it for a further year following a formal review.

Job Summary:

Within a designated Surrey Heartlands Sustainability Transformation Programme (STP):

- Contribute to the co-design of your service change programme by being an independent voice, bringing your own insight and that from local people and communities to discussions
- Strategically influence and improve the quality of health services by ensuring that the views of patients, their carers and families are represented at all levels and by challenging professionally held assumptions
- Prepare for, attend and contribute to quarterly programme board meetings, steering group meetings and a quarterly meeting of the stakeholders' reference group. Seek out opportunities to contribute to each meeting
- Attend (up to) four 'citizen insight' events per month and engage with local communities to develop an enhanced 'live' perspective on the challenges and opportunities facing the service change
- Share insight into the views and experiences of people who use services (including those gathered by Healthwatch Surrey)
- Attend and participate in quarterly meetings with other Citizen Ambassadors to share learnings and best practice
- Guide the focus of discussions and decisions around people who use services
- Bring a different perspective which can challenge existing preconceptions
- Invigorate debate and discussion with new ideas and different ways of thinking
- Help identify the key outcome measures that patients and their families would be most interested in

- Maintain independence and provide constructive challenge
- Upload experiences on to the Heathwatch Surrey bespoke database

General Duties:

- To follow and abide by Heathwatch Surrey's policies and procedures at all times including: Health and Safety and Confidentiality
- To act as an ambassador for Heathwatch Surrey at all times
- The job description reflects the requirements of the post at the time of writing. These requirements may change over time and the job description may need to be reviewed in consultation with the post holder

Please note: A tailored induction, training programme, IT equipment and five hours of admin support a month will be provided to each Citizen Ambassador.

Person Specification:

Skills
Essential:
Good listening skills
Good networking ability
An ability to work within a team
Excellent verbal communication skills
Ability to analyse, interpret and present complex information
Ability to reflect the different views and diversity of patients/users including those living with different conditions and from different backgrounds
Ability to articulate other people's views verbally and in writing
Ability to plan and manage your own time
Willingness to listen and to question until you reach the level of information required to understand
Ability to maintain confidentiality of sensitive/personal information and to adhere to Heathwatch Surrey's Data Protection Policy
Willingness to challenge
IT Skills
Some experience/background knowledge of the transformation programme you are interested in
Desirable:
Ability to use a database
Facilitation skills
A diplomatic approach
Personal Qualities:
Self-motivated
Genuine commitment
Enthusiastic/positive
Pro-active
Resilient
Approachable

Ability to develop rapport
An enquiring mind
Reliable
Compassionate
A quick learner and have a readiness to develop understanding
Interest:
You could have recently accessed NHS services and/or have experience of caring for or managing health/long term condition(s). This will be considered an asset.
Demonstrable interest in a particular transformation programme
Demonstrable interest in broader health and social care improvement

The 7 transformation programmes are:

- Urgent and emergency care, out-of-hospital care and primary care
- Mental health
- Women and children’s services
- Cardiovascular services
- Musculoskeletal services
- Cancer
- Digital

Background:

Surrey County Council and local NHS bodies set out plans for a new programme of transformation of services in October 2016, through which the organisations would work:

“together as a system to transform public services and secure consistent, sustainable, high quality physical and mental health and care for the people of Surrey Heartlands for the long term.”

A key aim of the Surrey Heartlands Health and Care Partnership is to define a new citizen-led approach which embeds direct citizen participation as a core part of the transformation of services.

Surrey Heartlands has already undertaken a significant amount of work to ensure that a broad range of citizens are being heard through research and co-design. However, a truly participatory approach requires the citizen at the centre, not only during the research and co-design phases, but also during planning, governance and evaluation stages of the work. By playing an active and independent role in planning, design, implementation and evaluation processes, CAs will help us to develop a much richer understanding of community priorities and perceptions of these processes.

The work of individual workstreams will be supported by the ‘Citizen-led communications and engagement workstream’ to ensure a deeper understanding of Surrey Heartlands citizens is developed. Key documents will be shared transparently via the Surrey Heartlands website.

The population of 'Surrey Heartlands' is people living within the catchment areas of three Clinical Commissioning Groups; Guildford & Waverley, North West Surrey and Surrey Downs.

The independence of CAs is one of their key benefits and it is therefore important that CAs are perceived to be operating relatively autonomously. In order to achieve this, the CAs will be independently managed by Healthwatch Surrey.

Healthwatch Surrey will be taking overall responsibility for the policy and practice of recruitment, selection, induction, training, on-going support and performance management of CAs.

Healthwatch Surrey will quality assure the programme, however the programme will be jointly evaluated by Healthwatch Surrey and Surrey Heartlands STP.

Healthwatch Surrey is an independent organisation that gives the people of Surrey a voice to improve, shape and get the best from health and social care services across Surrey by empowering local people and communities.

As a social enterprise Healthwatch Surrey uses its reach, networks and knowledge to deliver responsive and professional services for local government, Clinical Commissioning Groups, NHS England and other organisations.