

JOB DESCRIPTION

Job title	Projects & Engagement Officer
Accountable to:	Evidence & Insight Manager
Location	Guildford
Salary	£ 26,000 (pro rata for part time)

HEALTHWATCH SURREY

Healthwatch Surrey is an independent organisation that gives people in Surrey a voice to improve and shape services, whilst also enabling them to get the most out of them through its information, advice and advocacy services.

Our mission is to improve health and social care services and outcomes for people in Surrey.

We do this by being an independent watchdog, ensuring that the voices of people in Surrey reach the decision makers in health and social care.

ROLE OBJECTIVE

To lead evidence gathering functions of Healthwatch Surrey by delivering events and projects which reach out to and engage local people in conversations (including seldom heard communities), documenting evidence of what they think about or have experienced of health and care services.

You will also be part of a team working to ensure these views and experiences are listened to and taken account of by decision makers across the county.

MAIN RESPONSIBILITIES AND TASKS:

1. Plan, coordinate and deliver projects, engagement activities and events¹ to gather views and experiences of people, carers and families who use (or may need to use) health and social care services

¹ Including, but not limited to: focus groups, visits to locations where services are being delivered, visits to patient groups / community groups, stalls at external events, stalls at service provider locations, communications campaigns

2. Maintain a detailed understanding of Healthwatch Surrey's activities and services and effectively promote these during projects, engagement activities and events
3. Ensure projects, engagement activities and events are integrated with Healthwatch Surrey strategies and work plans
4. Ensure that projects, engagement activities and events are delivered in accordance with Healthwatch Surrey policy and best practice
5. Ensure that projects, engagement activities and events meet the individual needs of the people we are seeking to interact with and that they are compliant with the Equalities Act 2010 and the NHS Accessible Information Standard
6. Provide supervision and support to volunteers and staff during projects, engagement activities and events
7. Capture, code and accurately record views and experiences in our database
8. To attend and support other projects, engagement activities and events
9. Develop and maintain effective relationships with appropriate groups and organisations in order to gather evidence
10. Seek out other innovative and cost-effective ways to gather views and experiences of people who use (or may need to use) health and social care services
11. To effectively and efficiently deal with correspondence, calls and record keeping
12. To carry out other such duties in relation to Healthwatch Surrey as may be required by your Line Manager

CONDITIONS

The working week shall be 37.5 hours (as agreed) during standard office hours.

The nature of the work will also necessitate occasional evening/weekend work to attend events and meetings for which time off in lieu will be granted.

The nature of the post will require travel in the post holders own car for which expenses will be paid as set by the Trustees. The post holder will be required to hold a current driving license.

The other conditions of service and other current procedural agreements will be enclosed with the post-holders Contract of Employment.

July 2018