

Job Description & Person Specification

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). To draw in the unengaged voices (i.e. the “silent majority”). To report back the outputs from active engagement with local citizens using the agreed engagement reporting sheets. To provide a constructive, alternative and independent perspective on discussions and decisions made within a designated transformation programme.

Responsible to: Healthwatch Surrey CIC

Working Hours: 15 hours per month (to be worked flexibly)

Salary: £20.40 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 Health & Care Partnership programme:

- Actively build and maintain strong working relationships with the SHHCP workstream, including, but not limited to, the Programme Manager. Utilise relationships with workstream to gain an understanding of knowledge gaps and areas of focus.
- Contribute to the co-design of your service change programme by being an independent voice, bringing your own insight gained from engaging with local people and communities who do not already engage in service change within the NHS (focussing on ensuring good representation from minority groups)
- Hold at least 8 engagement events per year (face to face or virtual) to engage with local communities, to develop an enhanced ‘live’ perspective on the challenges and opportunities facing the service change, and to report back to the workstream
- To report insight gathered from Citizen engagement to the workstream programme manager, including key themes and areas for further investigation
- Abide by best practice data protection, GDPR and ethical guidelines, including gaining consent from participants, using information sheets and ensuring processes are put in place to protect both participants and interviewers.

- Strategically influence and improve the quality of health services by ensuring that the views of the silent majority (including patients, their carers and families) are represented at all levels and by challenging professionally held assumptions
- Prepare for, attend and contribute to monthly programme board meetings, when relevant/appropriate, as advised by the programme manager
- Provide Surrey Heartlands HCP with content and relevant contacts that can be used/approached to promote the work of the programme including; content for social media and case studies from engagement
- Use generic Healthwatch Citizen Ambassador social media account to promote activities (via tweeting/posting)
- Share insight into the views and experiences of people who use services and who do not already engage with service change within the NHS (including those gathered by Healthwatch Surrey)
- Attend and participate in quarterly 'learning set' meetings with other Citizen Ambassadors to share learnings and best practice
- Guide the focus of discussions and decisions around people who use services and who do not already engage with service change within the NHS and Surrey County Council and who are representative of the diverse communities within Surrey.
- 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
- Provide experiences to Healthwatch Surrey to be uploaded onto the central database

General Duties:

- To follow and abide by Healthwatch Surrey CIC's policies and procedures at all times including Health and Safety, and Data Protection
- To act as an ambassador for Healthwatch Surrey/Surrey Heartlands HCP at all times (a cobranded lanyard will be provided, reflecting the CAs' role as representative of both organisations)

The job description reflects the requirements of the post at the time of writing. These requirements are subject to change, in line with priorities of Surrey Heartlands HCP and individual programme requirements. Therefore, the job description may need to be reviewed in consultation with the post holder. CAs may also be called upon to work on joint projects across different workstreams as the need arises.

A tailored induction, training programme, IT equipment and five hours of administrative 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 Healthwatch 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 5 transformation programmes with CA roles are:

- Mental health
- Women and children’s services
- Cancer
- Digital
- Prevention

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 HCP 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 HCP citizens is developed. Key documents will be shared transparently via the Surrey Heartlands HCP website.

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

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 take 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 HCP.

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.