

JOB DESCRIPTION

Job title:	Insight & Engagement Officer
Accountable to:	Evidence and Insight Officer /CEO
Location:	Guildford (home / office based)
Salary:	£26,530 per annum

About us:

Healthwatch Surrey is an independent consumer interest company that gives the people of Surrey a voice to improve, shape and get the best from health and social care services. We are committed to being an inclusive and diverse employer which reflects the community we serve.

The role:

To support the community engagement and insight gathering functions of Healthwatch Surrey by delivering events and projects which reach out to and engage local people in conversations (including those who are less well-served and at risk of health inequalities).

To capture and store the insight shared by local people and analyse and report clearly and concisely on the findings of engagement, to allow the insight to be shared with those responsible for planning and delivering services.

Main Responsibilities:

- To support the team and volunteers in delivering the community engagement strategy. This includes ensuring that Healthwatch Surrey involves individuals and groups from all sectors of the community, including those who are less well served by services, who may face barriers to accessing services, and who may be at risk of health inequalities.
- Organise and hold events that enable us to talk to users of services and the public in a variety of settings ensuring projects, engagement activities and events are integrated with Healthwatch Surrey CIC strategies and work plans.
- Build excellent contacts with voluntary, faith and community groups, identifying opportunities for joint working to better amplify the voices of those who are less-well heard.
- Encourage users of health and care services to share their experiences by the use of curiosity and excellent listening skills.

- To clearly and concisely write reports using our insight, case studies and/or overviews of the main findings and any associated recommendations, (e.g. quarterly reports, annual report, insight reports).
- Stay abreast of national Healthwatch England work and campaigns, to ensure we link our insight up with national insight where relevant and to gain more influence.
- Build relationships with our Helpdesk and Advocacy providers to ensure insight is shared, monitored, and case studies for use in reports are identified.
- 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.
- Ensure that consent and demographic information is captured, and stories are accurately coded and entered on our database system.
- To support our Evidence & Insight Officer in the management of the database and tracking and escalating of 'Concerning Cases', and to be tenacious in pursuing outcomes.
- To be the lead point of contact for one ICP area in Surrey.

General duties and other responsibilities:

- Take an active interest in ensuring Healthwatch Surrey operates effectively, according to best practice and fulfils its obligations.
- Work within the team to maintain and achieve high standards and understand the importance of time management and meeting deadlines.
- Help to ensure that Healthwatch Surrey embraces diversity, challenges discrimination, and reflects the communities of Surrey.
- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the line manager.