

JOB DESCRIPTION

Job title	Community Engagement Officer
Accountable to:	Community Engagement Lead
Location	Guildford /Home based (up to 22.5 hours per week)
Salary	£ 26,530 per annum (pro-rata for part time)

Healthwatch Surrey

Healthwatch Surrey CIC 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.

Main Purpose of the role

To support the community engagement and evidence gathering functions of Healthwatch Surrey by delivering events and projects which reach out to and engage local people in conversations (including communities who are less well-served), documenting evidence of what they think about or have experienced of health and care services and inputting these into our database. 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.

Responsibilities and duties

1. To support the Community Engagement Lead in delivering the engagement strategy and ensuring that Healthwatch Surrey CIC involves individuals and groups from all sectors of the community, including communities who are less well-served by services or may find it more difficult to have their voices heard.
2. Organise and hold events that enable us to talk to the public and users of services in a variety of settings.
3. Build relationships with local communities and groups in Surrey, and to support our Community Cash Fund work, to ensure we have a thriving network of local contacts and good, trusting relationships.
4. To clearly and concisely write reports on our outreach engagement findings, producing insight reports, case studies and/or overviews of the main findings and any associated recommendations.

5. To have a detailed understanding of the Healthwatch Surrey CIC's mission and vision and the role of the Community Engagement Strategy within it.
6. To provide information and advice, through signposting, to empower local people with the information needed to make decisions about their own health and care.
7. Liaising with and supporting the local volunteer groups to help them arrange their engagement and provide training to volunteers where required.
8. 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.
9. Seek out new, innovative and cost-effective ways for the staff and volunteer team to gather views and experiences of people who use (or may need to use) health and social care services.
10. To capture, code and accurately record views and experiences in our database system.

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 their line manager.