

## JOB DESCRIPTION

<b>Job title:</b>	<b>Insight &amp; Admin Officer (Giving Carers a Voice)</b>
<b>Accountable to:</b>	<b>Project &amp; Involvement Officer (Giving Carers a Voice)</b>
<b>Location:</b>	<b>Guildford (home / office based)</b>
<b>Hours:</b>	<b>Part time 22.5 hours (flexible working pattern)</b>
<b>Salary:</b>	<b>£26,928 per annum (pro rata for part time)</b>

### **About us:**

**Healthwatch Surrey CIC is an independent community 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.**

**We are expanding our services and have recently been awarded a new contract aimed at giving Surrey's unpaid carers a strong, independent voice.** This is an exciting opportunity to join the Healthwatch Surrey CIC team as we embark on this period in our growth and to help us ensure that unpaid carers have a strong voice and influence in Surrey.

### **The role:**

To support the delivery of the new Giving Carers a Voice (GCAV contract) through community engagement and evidence gathering. Helping to plan, book and deliver events and projects which reach out to and engage local unpaid carers. You will also be part of a team working to ensure carers views and experiences are listened to and taken account of by decision makers across the county and any outcomes fed back to carers.

### **Responsibilities and duties**

- To support the GCAV Project & Involvement Manager and the Healthwatch Surrey CIC team in delivering engagement with carers 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.
- To organise and hold events that enable us to talk to carers in a variety of settings.

- Build relationships with local communities and groups in Surrey, to ensure we have a thriving network of local contacts and good, trusting relationships.
- To have a detailed understanding of the Healthwatch Surrey CIC's mission and vision and the role of the Community Engagement Strategy for carers within it.
- To keep up to date with information relating to carers services to be able to provide information and advice, through signposting on engagement, to empower carers with the information needed to make decisions about their own health and care.
- Liaise with and support our volunteers to be involved with planned engagement activity.
- 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.
- Seek out new, innovative and cost-effective ways for us to gather views and experiences of carers who use (or may need to use) local services.
- To work with the Communications & Involvement Officer to ensure content relating to the GCAV activity is up to date and available for use on our website and social media channels.
- To capture, code and accurately record views and experiences in our database system.
- To provide general administrative support to those delivering the GCAV contract and the associated reporting for contract monitoring purposes.

**General duties and other responsibilities:**

- Take an active interest in ensuring Healthwatch Surrey CIC 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 CIC 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.