

## JOB DESCRIPTION

<b>Job title:</b>	<b>Project &amp; Involvement Manager (Giving Carers a Voice)</b>
<b>Accountable to:</b>	<b>Chief Operating Officer</b>
<b>Location:</b>	<b>Guildford (home / office based)</b>
<b>Hours:</b>	<b>Full time – 37.5 hours (but applications for job share and flexible working pattern are welcome – please state in application)</b>
<b>Salary:</b>	<b>£30,000 – £32,000 per annum (depending on experience)</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 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:**

We need someone who cares passionately about carers to oversee the delivery of our new independent Giving Carers a Voice (GCAV) contract. This will involve managing delivery of the contract and associated KPIs, ensuring a consistent, high quality and professional service. This includes planning and coordinating our projects and community engagement with unpaid carers; being a strong advocate by representing the carer voice in key system meetings; and feeding back outcomes to carers in Surrey.

### **Main Responsibilities:**

- To work with the Chief Operating Officer to oversee the budget and financial management of GCAV contract, building relationships with commissioners, ensuring the key deliverables and KPIs for the contract are met and the relevant reports and data are available to demonstrate this.

- To oversee the GCAV engagement and project activity, ensuring we hear from carers in 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.
- To work with the Healthwatch Surrey CIC Community Engagement Manager, to ensure engagement is conducted to our principles in terms of listening, capturing consent and to maximise efficiency and avoid duplication in our engagement activity.
- To build excellent contacts with voluntary, faith and community groups, linking up with others working to support carers and identifying opportunities for joint working to better amplify the voices of carers who are less-well heard.
- To work with the Evidence/Insight functions in the Healthwatch Surrey CIC team to ensure that consent and demographic information is captured, and stories are accurately coded and entered on our database system.
- To clearly and concisely write reports based on our insight from carers, working with the Research and Projects Manager to ensure our work is methodologically robust and reported accurately.
- To attend key system meetings (e.g. the Carers Partnership Board) to represent carer voice and share the findings from projects and engagement activity.
- Work with our Communications & Involvement Officer to raise awareness of the service and feedback the impact of our reports and recommendations to carers in Surrey.
- To keep the Healthwatch CIC team updated with the planned activity for GCAV and any key messages that need promoting through our wider work.
- Stay abreast of national policy developments in relation to carers and work of Healthwatch England and national carers organisations, to ensure we are up to date and link our insight with national insight where relevant.
- 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.
- Liaise with Volunteer Coordinator to ensure that we maximise the involvement of Healthwatch Surrey CIC volunteers in our work.
- Line management of the GCAV Insight & Admin Officer.

**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.