

JOB DESCRIPTION

Job title:	Insight & Engagement Officer (Full time)
Location:	Guildford (home / office based)
Hours:	Full time /Part time considered - minimum 30 hours per week (flexible working pattern)
Salary:	£28,000 per annum (pro rata for part time)

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 work alongside the NHS and social care and have statutory powers designed to ensure the voices of people who use services are heard.

We deliver a range of services and contracts designed to ensure those who use services have an effective voice, including local Healthwatch and Giving Carers a Voice.

The role:

We are looking for a personable, enthusiastic, self-motivated person to support the community engagement and signposting functions of the team by:

- talking to people about their experiences of NHS and social care services and the wider impacts on their wellbeing, and helping signpost to relevant sources of help
- capturing, coding, storing their stories accurately on our database
- helping to compile data for reports based on what we are hearing
- maintaining our database to ensure good quality data
- sharing any immediate concerns or safeguarding issues appropriately.

You will be part of a lively team who are passionate about ensuring local peoples' views and experiences are listened to and taken account of by decision makers across the county. You will be empowering local people to make decisions about their health and social care by providing high quality information about local services.

Responsibilities and duties

- To support the team in ensuring our database is well maintained to allow good quality reporting.
- To encourage people to share their experiences with us through excellent listening skills, compassion and curiosity.
- To ensure experiences are recorded accurately on our database (coded, with appropriate demographic info and consent).
- To extract relevant insight from our database and identifying themes; summarise these in concise, well-written reports.
- To support with the management of the information coming in via our Helpdesk.
- To build relationships with local communities and groups in Surrey, to ensure we have a thriving network of local contacts and good, trusting relationships.
- To keep up to date with health and social care information in Surrey to be able to provide information and advice, through signposting, to empower people with the information needed to make decisions about their own health and care.
- To provide general administrative support to the team 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.