

JOB DESCRIPTION

Job title:	Insight & Engagement Officer (part-time)
Location:	Guildford (home / office based)
Hours:	Part time 22.5 hours-30 hours (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 roles:

We are expanding our insight team and are looking for a proactive, self-motivated individual with excellent attention to detail. The successful candidate will be an integral part of the team by:

- building relationships with NHS and social care providers in Surrey
- promoting Healthwatch's services and the value we add
- building excellent relationships with community groups and attending listening events in communities
- working with our Communications & Involvement Officer to ensure our local Healthwatch initiatives and outcomes are communicated effectively
- sharing any concerns promptly with providers and following up to achieve outcomes
- helping to produce concise and influential reports based on what we are hearing.

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 have a pivotal role listening to and amplifying the voice of local people.

Responsibilities and duties

- To support the team in delivering engagement with people 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 people in a variety of settings.
- 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 support the team in the tracking and escalating of cases and being tenacious in pursuing outcomes.
- To build relationships with local communities, health and social care service providers and groups in Surrey, to ensure we have a thriving network of local contacts and good, trusting relationships.
- To work with the Communications & Involvement Officer to ensure content relating to our activity is up to date and available for use on our website and social media channels.
- To 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.

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.