

JOB DESCRIPTION

Job title:	Engagement Officer (Giving Carers a Voice)
Accountable to:	Projects & Involvement Manager (Giving Carers a Voice)
Location:	Guildford (home / office based)
Salary:	£28,000 per annum
Hours:	Full time – 37.5 hours (but applications for job share and flexible working pattern are welcome – please state in application)

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 Giving Carers a Voice (GCAV) service to include Young Carers, ensuring we are giving Surrey's unpaid carers of all ages 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 and young carers have a strong voice and influence in Surrey.

The role:

We are looking for someone who has lived experience of being a carer or has worked with young carers/young people to join our GCAV team. You will need to confidently engage and seek out views of unpaid carers across Surrey, look at innovative ways of engaging with young carers and hidden young carers, attend key system meetings to share the outcomes of our insight and feedback to carers.

Main Responsibilities:

- To plan and deliver young carer engagement and project activity, ensuring we hear from young carers and hidden young 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 young carers who are less-well heard.
- To build relationships with other youth support organisations and schools and establish new and innovative ways of raising awareness of our feedback service and gathering feedback from young carers and hidden young carers.
- To work with the wider GCAV team to ensure we maximise our engagement opportunities and take a whole family approach to listening.
- 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 attend key system meetings (e.g. the Carers Partnership Board) to represent carer voice and share the findings from projects and engagement activity.
- To keep the Healthwatch CIC team updated with the planned engagement activity and any key messages that need promoting through our wider work.
- 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.