

## JOB DESCRIPTION

<b>Job title:</b>	<b>Engagement Officer (Combating Drugs Partnership Public Involvement)</b>
<b>Accountable to:</b>	<b>Chief Operating Officer</b>
<b>Location:</b>	<b>Guildford (home / office based)</b>
<b>Salary:</b>	<b>£28,000 per annum (pro rata for part time)</b>
<b>Hours:</b>	<b>30 hours per week (we are open to job share and flexible working pattern – please state in application)</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 pleased to be providing a new independent public involvement service for those in Surrey who may be affected by substance use. This includes people with lived experience, their families and networks, individuals impacted by the effect of substance use through their communities and those that have been the victims of drug-related crime. Working closely with local networks and providers we will run a programme of engagement which will give us insight to feed back into the Combating Drugs Partnership Board and other system wide meetings.

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 those affected by substance use, their families and networks, have a strong voice and influence in Surrey.

### The role:

We are looking for someone who has lived and/or work experience, working with individuals who have been affected by substance use to come and join our team.

You will need to confidently engage and seek out the views of local people who are accessing support services for substance use, as well as those who choose not to engage with treatment and/or support services. We will also engage with their families, carers, and people affected by substance use in communities as well as those that have been victims of drug related crime.

As the new Engagement Officer, you will look at developing innovative ways of engaging with people, work closely with local networks and support organisations and support us at key system meetings to share the outcomes of our insight and feedback.

**Main Responsibilities:**

- To plan and deliver our substance use engagement activity, to ensure we hear from those living with substance use in all sectors of the community. This will include those who chose not to engage with treatment services, 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 core principles in terms of listening, capturing consent and to maximise efficiency and avoid duplication in our overall engagement activity.
- To build excellent relationships with community groups and linking up with other local networks providing public participation. Identifying opportunities for joint partnership working, to better amplify the voices of those who are less-well heard, with those working to support people affected by substance use.
- To build relationships with service providers and other substance use support organisations, to help raise awareness of our feedback service.
- To ensure we have up to date signposting information, to ensure participants have appropriate support when taking part in our engagement activity.
- 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 Combating Drugs Partnership Board) to represent “voice” and share the findings from the 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.

**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.