

## JOB DESCRIPTION

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| <b>Job title:</b> | <b>Information &amp; Advice Officer</b>   |
| <b>Location:</b>  | <b>Guildford (home / office based)</b>  |
| <b>Hours:</b>     | <b>Full time /Part time considered - minimum 30 hours per week (flexible working pattern)</b> |
| <b>Salary:</b>    | <b>£29,685 per annum (pro rata for part time)</b>   |

### About us:

**Healthwatch Surrey is run by Luminus, 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 the local Healthwatch service, Giving Carers a Voice and the Combating Drugs Partnership Public Involvement.**

### The role:

We are expanding our information and insight team and are looking for a proactive, self-motivated individual with excellent attention to detail. We are particularly interested in applications from people with a good understanding of, lived experience or a background in social care within Surrey to help boost the expertise in our team. The successful candidate will be an integral part of the Healthwatch Surrey team by:

- Helping staff our telephone Helpdesk service, responding to phone and email enquiries providing information and advice to Surrey residents about accessing NHS and social care services in Surrey.
- Identifying themes and trends in the queries that come into our Helpdesk, listening to people's needs, and using that insight to work with NHS and social care to improve their information and communications to residents.
- Building relationships with NHS and social care providers in Surrey in order to escalate individual concerns and get people the help they need and following up to achieve outcomes.
- Providing administrative support to our Local Healthwatch Advisory Group and staff team

- Organising meetings with NHS and social care commissioners and providers so that we can share our insight with them.
- Promoting Healthwatch's services and the value we add.

Reporting to our Healthwatch Contract Manager, you will be part of a lively team of 16 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 take telephone calls and respond to email enquiries that come into our Helpdesk and to signpost people to the most appropriate service.
- To ensure experiences are recorded accurately on our database (coded, with appropriate demographic info and consent).
- Using your initiative and available resources to problem solve and develop creative solutions when responding to enquiries and identifying issues affecting people in Surrey.
- To look out for issues, themes and trends in the Helpdesk queries and feed these into our wider Healthwatch work.
- To help keep our signposting and advice background information up to date.
- To share themes that arise from our Helpdesk queries with NHS and social care partners, to help them establish where the system's information, signposting and communication could be improved, and where services may not be meeting people's needs.
- To escalate individual cases where necessary to providers to ensure people get the support they need and be tenacious in achieving an outcome.
- Helping to keep our "tracker" system up to date (Excel spreadsheet) so that we can keep track of the concerns we've escalated and what action has been taken.
- To support the team in the tracking and escalating of cases and being tenacious in pursuing outcomes.
- To set up regular meetings with NHS and social care commissioners and providers to enable us to share our insight.
- To provide admin support for our monthly Local Healthwatch Advisory Group meeting, liaising with our volunteers.

### **General duties and other responsibilities:**

- Take an active interest in ensuring Healthwatch Surrey 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 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.