



Job Description

JOB TITLE:	Healthwatch Volunteer and Engagement Officer
PLACE OF WORK:	Healthwatch Swindon, Sanford House, Sanford Street, Swindon, SN1 IHE, as well as working across Swindon and remote Working
HOURS OF WORK:	30 hours per week
CONTRACT TYPE:	Permanent
SALARY:	NJC 15 (£29,093 pro rata)
RESPONSIBLE TO:	BSW Healthwatch Projects Portfolio Manager

About Healthwatch:

Healthwatch Swindon is the independent voice for people, which helps 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.

Healthwatch Swindon are part of a collective of regional Healthwatch services delivered by TCF, a charity focused on delivering socially inclusive communities. We deliver a range of services and contracts designed to ensure those who use services have an effective voice, including local Healthwatch, Resettlement services and Lived experience projects.

The role:

This role is a permanent position. The Volunteer and Engagement Officer will provide training, recruitment and support to a diverse group of core volunteers who help us deliver our vision of a proactive Healthwatch service, including engagement activity and project work.

The post holder will also help us deliver community-focused engagement work. This position is essential in the delivery of Healthwatch Swindon through community engagement, listening events and co-working with community groups.

Our team are creative, passionate, effective and caring. We are seeking someone who will help us learn and grow alongside us.

Aims of the Post:

1. Develop a team of volunteers with a variety of strengths, knowledge and skills to grow and lead the Healthwatch project
2. Support the volunteers to contribute to programmes or pieces of work which deliver against the Healthwatch contracts specification
3. Extend and diversify the reach of volunteer recruitment, and work to motivate and retain recruited volunteers
4. Promote and increase the participation and engagement of the community in the work of Healthwatch to ensure its volunteers and activities reflect the broad range of equalities groups, communities of interest, and local geography
5. Contribute to website, Facebook and Twitter updates, newsletters, e-bulletins, briefings, reports and information sheets on behalf of Healthwatch

Responsibilities and duties:

Volunteers:

- Work with Projects Portfolio Manager to ensure that volunteers are supported to develop and improve the project
- Provide individual and group support for volunteers on a regular basis throughout the year, to ensure that their roles benefit their wellbeing
- Work with relevant staff to ensure volunteers are provided with information and support which is suitable to the requirements of the work they are supporting
- Be responsible for the recruitment, induction, support and development of volunteers
- Develop and maintain a record of volunteer training

Engagement:

- Engage and participate in community-based activities, which may include (but is not limited to) Enter and View visits engagement events and focus groups
- Publicise, convene and facilitate meetings to ensure participants are empowered to influence developments within health and social care, particularly those who suffer the greatest health inequalities
- Plan and implement outreach work with other agencies and voluntary sector groups, use targeted engagement events to ensure Healthwatch views represent the diversity of communities in Swindon
- With support from team members, set up surveys and carry out project work, including writing reports with recommendations and quarterly reports through caseload delivery and sharing engagement outcomes.
- Information and signposting

General duties and other responsibilities:

- Be an active member of your team, provide support to your peers and participate in training opportunities appropriate to the post.
- Help to ensure that TCF embraces diversity, challenges discrimination, and reflects the communities of Swindon.
- Work within and demonstrate a strong commitment to the aims and objectives, values and policies of TCF.
- This job description is an outline of the main duties of your post. You will be expected to undertake other work consistent with your role.
- Successful applicants will be required to complete an enhanced DBS (disclosure) application form.
- Travel as required in connection with this post. We are positive about cycling and more sustainable modes of transport.