



Job Description

JOB TITLE:	Engagement Officer
HOURS OF WORK:	22.5 hours per week
CONTRACT TYPE:	Permanent
SALARY:	NJC 15 (£29,093 pro rata)
PLACE OF WORK:	Healthwatch Wiltshire, Independent Living Centre, St George's Rd, Semington, BA14 6JQ, as well as working across Wiltshire and remote working
RESPONSIBLE TO:	Healthwatch BSW Projects Portfolio Manager

About Healthwatch:

Healthwatch Wiltshire is the independent voice for the people of Wiltshire 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 Wiltshire is 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 Engagement Officer will help us deliver our vision of a proactive Healthwatch service by delivering community focussed engagement work. This proactive position is essential in the delivery of Healthwatch Wiltshire and should be delivered through community engagement, listening events

and co-working with community groups. Our teams are creative, passionate, effective and caring. We are seeking someone who will help us learn and grow alongside us.

Aims of the Post:

Promote and support the effective development of Healthwatch, including by ensuring that all development activities are carefully chosen to deliver against the relevant project KPIs

Support the team manager to develop a network of contacts and partners across Wiltshire

Promote 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

Contribute to website, Facebook and Twitter updates, newsletters, e-bulletins, briefings, reports and information sheets on behalf of Healthwatch

Responsibilities and duties:

- Engagement and participate in community-based activities, which may include (but is not limited to) Enter and View visits and Readers panels
- In conjunction with the team manager, publicise, convene and facilitate meetings to ensure participants are empowered to influence developments within health and social care
- Use targeted engagement events to ensure Healthwatch views represent the diversity of communities in Wiltshire
- 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 Wiltshire
- Identify and implement alternative methods of communication in order to reach those members of the community who may be unable to attend regular meetings but who still want to participate in other ways.
- In line with the contract specification, and under the guidance of the team manager, deliver engagement activities which contribute to the priorities and workstreams of Healthwatch and local statutory organisations, such as Wiltshire Council.
- Work with the team manager to set up and maintain effective networks.

- Develop positive relationships with colleagues in the health and social care sector and work collaboratively with other local Healthwatch organisations where appropriate.
- Information and signposting
- Ensure that all stakeholders including voluntary sector and community groups link in with Healthwatch Wiltshire by making contact and building relationships
- Arrange and coordinate community-based activities, which may include (but is not limited to) engagement events and focus groups.
- Provide telephone coverage for the signposting and information service, including out of hours
- Effectively use Microsoft Office packages to produce reports, update spreadsheets and other documents as required.
- 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.
- Ensure that all stakeholder data is kept up to date using the Civi CRM database and in line with TCF policy and guidance

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 Wiltshire.
- 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.