

**Healthwatch Stockport Information and Engagement Officer**  
**Job Description**

<p><b>Job Title:</b> Healthwatch Information and Engagement Officer</p>	<p><b>Salary:</b> per annum: £18,795 - £21,166 [pro-rata] Dependent on experience</p>
<p><b>Responsible to:</b> Healthwatch Stockport Chief Officer</p>	<p><b>Support to:</b> Healthwatch Stockport Members</p>
<p><b>Hours:</b> Part time (20 hrs per week, 10am-2pm Mon-Fri) <i>Fixed term 12 months [good possibility of extension]</i></p>	<p><b>Location:</b> Stockport</p>

**Purpose of the Post:**

To work as part of the Healthwatch Stockport team supporting the day to day activities of the organisation. Be the face to face and telephone contact with the public and Healthwatch members, providing them with information, signposting and guidance in health and social care. Supporting the organisation in collating information, intelligence gathering and maintaining records. Engaging local communities about their views and experiences in health and social care.

**Principal Duties**

1. Be the first point of contact most callers hear when they get in touch with Healthwatch Stockport
2. Provide high quality information and signposting services to members of the public and other stakeholders
3. Develop and maintain positive relationships with members of the public, Healthwatch Stockport members and our stakeholders
4. Develop new and make best use of existing databases and information systems
5. Review and consider information received from the community, our partners and produce intelligence reports highlighting trends and areas for concern
6. Keep an overview of appointments, meetings and schedules of staff and volunteer members

7. Organise outreach and engagement sessions which contribute to our current work programme and proactively seek the views and experiences of the community
8. Book activities such as Healthwatch champion speakers to visit local organisations, Enter & View visits, arranging appointments and liaising with local care organisations.
9. Arrange organisational task groups, sometimes attending and taking notes of meetings as and when required
10. Help to promote Healthwatch Stockport and ensure that the local community are aware of Healthwatch Stockport

**Other responsibilities:**

11. Help promote the meaningful objects of Healthwatch Stockport
12. General administrative duties such as answering telephones, maintaining generic email boxes and ensure good record keeping
13. Contribute to the organisational delivery plan ensuring to keep to timescales
14. To work flexibly to meet the needs of Healthwatch Stockport, including some evening or weekend work, and travel within the Greater Manchester area
15. Attending meetings, events and conferences where appropriate
16. To take part in meetings and training to develop their own skills, and keep up to date as appropriate
17. To tackle all forms of discrimination and ensure all principle of equal opportunities and social justice are implemented in all work undertaken on behalf of Healthwatch Stockport
18. Be responsible for one's own health and safety and that of colleagues, in accordance with relevant statutory law and policies.
19. The post holder must at all times keep their work within the stated aims and objectives of Healthwatch Stockport and its policies.
20. To carry out any other duties appropriate to the post and in helping to achieve organisational objectives

**This is not a final and complete statement of the duties attached to this post, which may need to be amended from time to time in accordance with the changing needs of the organisation, following consultation with the post holder**

Prepared by: Maria Kildunne, Healthwatch Stockport, Chief Officer

Date: 19/04/19

