

Job Description

Job Details	
Job Title:	Community Engagement and Project Officer
FTE Salary	£21, 840 (rising to £22,880)
Contracted hours:	Full time - 37 hours per week
Contract:	Permanent
Base:	Hybrid working between home, our office in Northwich and engagement activity around the Cheshire area
Holiday Entitlement:	28 days annual leave plus bank holidays, including Christmas closure
Responsible To:	Service Lead

Job Purpose

The purpose of this role is:

- To be involved in the planning and delivery of engagement activities
- To engage with a diverse range of people and communities across Cheshire, to ensure that their views are represented
- To create a strong community presence and local awareness of Healthwatch Cheshire
- To develop relationships and networks with representatives from communities, voluntary sector and health and care providers
- To conduct Enter and View visits to observe local health and care services at the point of delivery, gathering feedback from residents, patients, relatives and carers
- To contribute to the planning, research and production of reports for projects on specific local Health and Care topics.

Key Tasks

1.	Support the delivery of Healthwatch Cheshire's Community Engagement and Activity plan:
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	<ul style="list-style-type: none"> Engage with and reach out to local communities using a range of methods and techniques as appropriate Collate and record local people's views and experiences to be shared with those who can influence change and improve services Promote Healthwatch Cheshire and signpost people to local services and groups which may help to support their needs Ensure that Healthwatch community engagement reflects the diversity of local communities.
2.	Keep up to date with current health and care themes and changes nationally and locally.
3.	Record people's comments, views and experiences accurately onto the Healthwatch feedback centre.
4.	Assist with and contribute to project work and reports on specific local health care topics.
5.	Use a variety of IT software such as Word, Excel, PowerPoint, Microsoft Teams and in house feedback centre to accurately record information and communicate effectively with others.
6.	Work alongside Healthwatch volunteers to deliver engagement activities. On occasion this may include evening or weekend work.
7.	<p>Organise and participate in Enter & View visits as requested.</p> <ul style="list-style-type: none"> Supervise volunteers undertaking Enter & View visits to ensure that protocols and procedures are adhered to Ensure visit reports are written and appropriate follow up is complete.
8.	Plan and deliver activities, workshops, focus groups and events with local communities, patient groups and organisations aligned to the Community Engagement and Activity Plan. Collect and record feedback from these events.

9.	Undertake training and actively take part in meetings, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
10.	Work with local health and care organisations to identify any gaps in local provision.
11.	Be committed to Healthwatch Cheshire's core values of fairness, effectiveness and transparency and demonstrate this commitment in the way they carry out their duties.
12.	Duties should be undertaken in accordance and compliance with: <ul style="list-style-type: none">• Data Protection Act and other relevant legislation• Health and Safety Policy and relevant Health and Safety legislation• Healthwatch Equality and Diversity policies.
13.	Carry out any other duties appropriate to the post.

Person Specification – Community Engagement and Project Officer

Healthwatch Cheshire are committed to personal development. We encourage people from a variety of backgrounds who have the skills, experience and knowledge required to apply for the role.

Criteria	Essential	Desirable	Assessed by
Skills/Abilities	<ul style="list-style-type: none"> • Strong listening and communication skills, both verbal and written • Strong interpersonal skills including an ability to communicate effectively with different audiences • The ability to record and present findings in an accurate, clear and understandable way • The ability to work independently and on their own initiative as well as part of a team • Proven planning, time management and organisational skills • A working knowledge of Microsoft Office including Word, PowerPoint and Excel • The ability, willingness and flexibility to work evenings and weekend on the occasions it is required 	<ul style="list-style-type: none"> • Strong report writing skills • Analytical skills 	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>
Experience	<ul style="list-style-type: none"> • Experience of effective engagement with different audiences • Experience of presenting to small groups 	<ul style="list-style-type: none"> • Experience of working with volunteers 	<p>A, I</p>

Knowledge/ Understanding	<ul style="list-style-type: none"> Working knowledge of confidentiality 	<ul style="list-style-type: none"> Knowledge and understanding of Health and Care and the voluntary sector Project planning experience Research analysis experience 	<p>A, I</p> <p>A, I</p> <p>A, I</p>
Other	<ul style="list-style-type: none"> A commitment to equality and diversity Ability to travel across Cheshire using own transport insurance will need to cover business activity) To successfully pass an enhanced DBS Check (Formally CRB Check) 		<p>A, I and Pre-Offer Checks</p>