

Senior Officer

Candidate Pack | August 2022

Are you passionate about improving health and social care and well-being in Stockport?

Are you committed to listening to local voices and making sure Healthwatch Stockport represents people and communities?

Can you support them to ensure their voice is heard at the highest levels in the borough to influence and engage decision makers?

We warmly welcome applications from individuals from all of Stockport's population groups and diverse communities.

Introduction

Dear Candidate

Thank you for your interest in the role of Senior Officer at Healthwatch Stockport.

About us

Healthwatch is a local and national health and social care champion, established in each local authority area in England in accordance with the Health and Social Care Act 2012. There are 152 Healthwatch in England, there are 10 Healthwatch in Greater Manchester, of which Stockport is one and we all are part of the Greater Manchester ICS.

Healthwatch Stockport is an established independent organisation supporting the Stockport community to get the best out of their health and social care services through engagement and involvement in the commissioning and provision of local services.

We are an independent statutory body, we obtain the views of local people about their needs and experiences of care and make those views known to leaders who commission, provide and scrutinise services in localities.

About the role

Hours

The hours are up to 28 per week over 4 days and there is opportunity to work these flexibly by agreement

Salary range

£25,419 – £27,514

Working location

We have an office based in Stockport and we aim to be as visible as possible to our Stockport residents. There is also the opportunity to work some hours flexibly from home.

Reporting arrangements

The Senior Officer will report to the Chief Officer.

What we are looking for

We are looking for a skilled officer to work closely with a wide range of Healthwatch Stockport members and other stakeholders to ensure the organisation's strategy and its priorities are met. You'll be joining an established team to help reshape how we support the work of Healthwatch to be most effective.

We want to work with someone who is a team player and can work collaboratively with our stakeholders across all our projects. You will be able to effortlessly network, build trust and develop relationships with diverse stakeholders including residents, service users and carers, voluntary organisations, service providers, and colleagues in other Healthwatch organisations

The successful candidate will have excellent project management skills, be a great communicator, will be knowledgeable about the vibrant voluntary and community sector in Stockport and knowledge and experience in health and social care will be key.

We need someone who can manage competing priorities, demonstrate our impact with written reports, and present to several different key audiences.

As a Senior Officer you will be responsible for implementing new projects involving our staff team, Healthwatch members, engaging diverse local groups about their health and social care experiences. You will attend events and meetings to recruit new Healthwatch members, and involve motivate and train existing members, coordinating representation of Healthwatch Stockport where it is relevant.

You will also assist and oversee our Enter and View Training programme, supporting members to undertake visits to places of care to understand people's experiences of local services. You can find out more details about Enter and View [here](#).

Our Strategy

Our strategy outlines our intentions to deliver our statutory functions in collaboration with our stakeholders. It describes how our work fits into national programmes such as the NHS 10-year plan and locally the Stockport One Plan.

Strategic Objectives

1. Continue to develop a high performing, independent Healthwatch with strong leadership and governance, using our resources for greatest impact
2. Ongoing provision of high-quality information and advice service to local people needed to support them and enable them to make informed choices using strength-based approach
3. Ensure people and communities know that Healthwatch is here to listen and find out about their experiences of needing/using health, public health, and care services
4. Actively seek the views of those seldom heard and from underrepresented groups highlighting and addressing inequalities within services and reduce the barriers some face
5. Act upon what we hear to bring about improvements to services and influence health and social care policy and practice

Vision

A world where we can all get the health and social care support we need

Mission

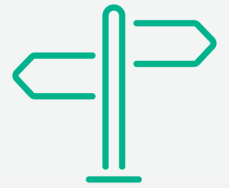
To make sure people and communities experiences help make health and care better



Our Approach

Inform. We provide **independent information** about health and social care support and services that **works for you**

Helping you **stay well**



Involve. We **Independently** gather **your views** and ensure **you are listened to** about what works well and what could be improved.

We identify trends and themes and we use it as evidence to **Act upon** and support our influence.



Influence. We work and **partner** with those that **run services** to ensure improvements are made because of **what you said**.

We **analyse** and use your feedback **independently** to work with commissioners to make **services work for you**

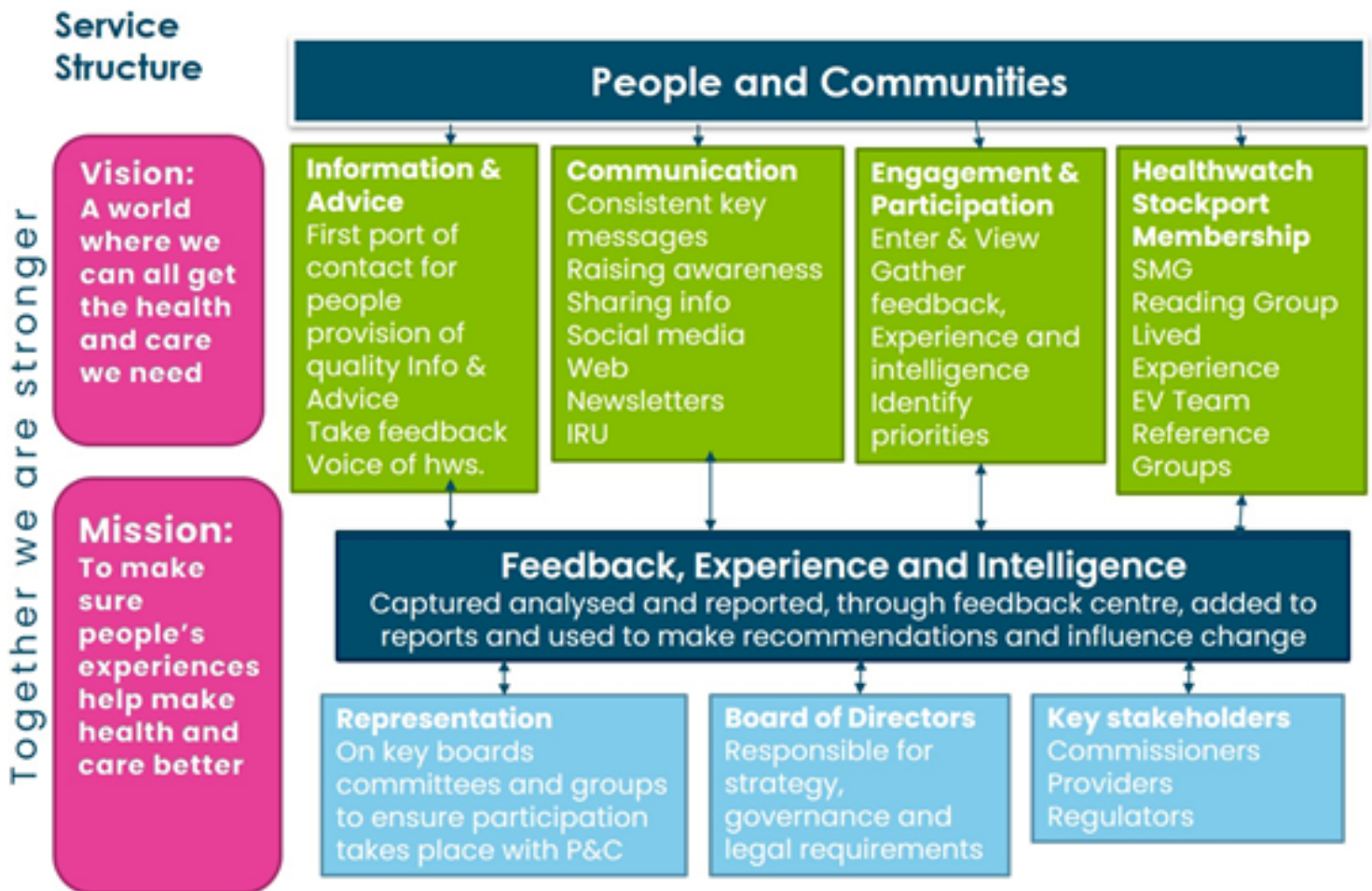


We Value our Independence



Service Delivery

To make sure people and communities experiences help make health and care better



Our behaviours

We work creatively for change

We aim in all we do to enable people who don't have power over their health, or the health and care services they use, to have that power. That's why we value and seek everyone's experiences, as well as taking extra care to hear from those who find it hardest to have their say. We find creative ways to transform how we do things, how local Healthwatch do things and how health and social care needs are identified and met.

We are clear, confident leaders

We aim in all we do to enable people who don't have power over their health, or the health and care services they use, to have that power. That's why we value and seek everyone's experiences, as well as taking extra care to hear from those who find it hardest to have their say. We find creative ways to transform how we do things, how local Healthwatch do things and how health and social care needs are identified and met.

We are committed and consistent

We are ambitious, take pride in our work and have high expectations of ourselves, so we challenge each other, our peers and other stakeholders to do things better every time – and we welcome challenge from all of these colleagues. We are reliable and consistent. We follow through on our commitments and stick to our strategic objectives to make a real impact, as individuals and as a team. We operate together as a team, together with our network and together with our partners, sharing insight and resources to make them go furthest.

We make a real difference through our relationships

We plan and act with a good understanding of our current and future environment, so we can be flexible, seize the right opportunities and make the most difference. We connect people and organisations, so they can do their part to bring about the changes our vision, purpose and plans are striving for. We listen actively, so we can develop and nurture dynamic, responsive and respectful relationships with others, especially our network.

Employee Benefits

Flexible working
Living wage employer
Mindful employer
28 days holiday plus bank holidays
Increase in days with years of service
Volunteer days
Eye Care – we reimburse the reasonable cost of an eye test and money towards the cost of glasses.

Person Specification

Please follow this [link for a detailed person specification & description](#)

How to Apply

Please complete the application form by following [this link](#)

Closing Date

The closing date is Thursday 25th August 2022 4pm.
Interviews will take place week commencing 29th August 2022

Application Process

1. All forms of application are to be completed through the Healthwatch Stockport website.
 2. All applications are anonymous during shortlisting to ensure fairness and consistency. If you have been shortlisted, you will receive an email informing you of this and further details regarding the next stage of the process.
 3. All Healthwatch Stockport positions are assessed differently depending on the vacancy's criteria. The different formats consist of an interview, in-tray exercise, written exercise, group activity, presentation, etc...
 4. Once you have successfully passed the assessment stage, you are offered the role. You are then sent a HR 'Welcome Pack' so that you're able commence your preemployment checks.
-

FAQ's

Q1. Can I claim back expenses incurred during the recruitment process?

No. Unfortunately, we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

Q2. What shall I do if I have a break in employment?

If you have a break in employment, please state this within your employment history and references section with the dates you were taking the break.

Q3. What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process.

Reasonable adjustments include allowing extra time during selection tests, ensuring information is provided in an accessible format, etc.

If you feel that you need a reasonable adjustment to be made, let us know.

Q4. Will you request my references before I hand my notice in?

No. Our HR Services Team will wait until your approval before approaching your referees.

Q5. How long will I have to wait before finding out whether I have been successful after an interview?

We aim to get back to candidates as soon as possible after an assessment event takes place. If you are successful, we will contact you via telephone. However, if you are unsuccessful, you will receive an email.

Q6. If I have been unsuccessful in gaining a role, can I apply again for another role straight after?

Yes. We don't have a waiting period and therefore you are more than welcome to apply for as many roles as you would like.

For more information please email Healthwatch Stockport at info@healthwatchstockport.co.uk or telephone contact 0161 974 0753



[Click here to apply for Senior Officer Position](#)

We do not accept CV's