

Healthwatch Stockport
Job Description and Person Specification

Job Title	Healthwatch Stockport Senior Officer
Responsible to	Chief Officer
Role Purpose	<ol style="list-style-type: none"> i. Oversee core project implementation and completion, ensuring organisational reports are completed to time and to required standard ii. Raise the profile of Healthwatch Stockport and be a point of contact for local communities to share their experiences through effective engagement iii. Support Healthwatch members and groups in their Healthwatch role and oversee Enter and View Activity iv. Coordinate representation of Healthwatch Stockport members at relevant groups and meetings

Key Accountabilities	Main Duties and Responsibilities
Planning and Development	<ul style="list-style-type: none"> • Undertake and project manage discrete activity streams within the overall Healthwatch work plan (e.g. Enter and View visits, themed projects, etc.) • Assist in Annual work programme planning • Keep up to date with legislation & policy implementation • Keep up to date with latest guidance and policy from Healthwatch England and local government/NHS • Keep accurate records of all work undertaken • Complete reports within agreed timescales • Present reports to members as required • Participate in all Healthwatch Stockport activity as required
Engagement	<ul style="list-style-type: none"> • Deliver engagement activity on behalf of Healthwatch Stockport • Promote the work of Healthwatch throughout Stockport • Communicate effectively with the public and the community about Healthwatch activities – including meeting the specific communication needs of people in a range of target audiences • Co-ordinate and undertake research and report writing for Healthwatch activity streams as required

	<ul style="list-style-type: none"> • Deliver presentations and reports to a variety of audiences including briefing notes and promotional materials • Co-ordinate and facilitate meetings, working groups and other forums in relation to Healthwatch • Liaise with a range of key partners across the statutory and voluntary sector to ensure Healthwatch has influence and is included in discussions regarding health and social care provision.
Volunteer support	<ul style="list-style-type: none"> • Lead the development of volunteer opportunities for Healthwatch Stockport including developing new volunteer roles with clear role descriptions and person specifications • Co-ordinate Healthwatch volunteer activity, the recruitment, supervision, training, and support • Ensure a volunteer development programme is in place to support volunteers to gain the knowledge, skills, and experience necessary to fulfil their aspirations effectively • Ensure that volunteering activity and recruitment is accessible and promoted to the full and diverse range of communities in Stockport, including children and young people, disabled people, ethnic minority communities and other equalities groups
Representation	<ul style="list-style-type: none"> • Represent Healthwatch Stockport at stakeholder meetings as directed and support Healthwatch Stockport volunteers to take on representative roles • Ensure Healthwatch Stockport effectively gathers and represents the views of the community on health and social care issues. • Ensure Healthwatch services are delivered enabling it to feed into and influence the delivery and commissioning of health and social care services across Stockport
General	<ul style="list-style-type: none"> • Work closely with other Healthwatch team members and contribute to the development of procedures, protocols and policies for Healthwatch • Contribute to written and other materials produced by Healthwatch, including web pages, e-bulletins, etc. • Support the office in answering calls and queries, particularly from our Information and Advice Service

	<ul style="list-style-type: none"> • Liaise with other local Healthwatch organisations regionally and nationally and share good practice. • Assist in the preparation of content for the Healthwatch website, e-bulletins and other information channels. • Ensure equality of opportunity and social justice is in all of the work we do, to promote this to other organisations we work with and to help combat discrimination, disadvantage and poverty in Stockport. • Work as a member of Healthwatch Stockport team, and to contribute to the development of policy and good practice within these organisations. • Be responsible for own health and safety and that of colleagues, in accordance with the Health & Safety at Work Act and other relevant directives, including reporting and health and safety hazard immediately it becomes apparent. • Work in accordance with the Data Protection Act and to ensure all Data Protection issues are reported to the relevant senior Manager • Carry out the above duties, and any other duties commensurate with the responsibilities of the post which may reasonably be required, in a manner which actively supports and promotes Healthwatch Stockport's aims and policies.
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Person Specification	
Key Skills and Abilities	<ul style="list-style-type: none"> • Excellent communication, influence and diplomacy skills including the ability to communicate confidently, appropriately and effectively with a wide range of stakeholders, meeting their communication needs • Friendly and outgoing, with a high degree of self-motivation, initiative, and enthusiasm. Must have a real commitment and drive to promote Healthwatch and its functions and get people involved. • Proven ability to work confidently on own initiative and build, develop and sustain effective and collaborative working relationships at all levels. • Well organised with the ability to plan and effectively prioritise own workload. • An enthusiastic and creative approach to community involvement and empowerment.

	<ul style="list-style-type: none"> • Excellent written, analytical and I.T. skills. This will include ability to write for different audiences including skills in writing in accessible styles for the public.
<p>Experience, Knowledge and Qualifications</p>	<ul style="list-style-type: none"> • Sound understanding of the NHS and social care provision and health inequalities. • Experience of working within priority neighbourhoods or disadvantaged areas would be highly desirable. • Sound understanding of the wide range of issues affecting people from differing backgrounds, understanding diversity, equality, discrimination and disadvantage. • Degree level education or experience which demonstrates the ability to work at a similar level. • Experience of providing information, signposting and / or advice would be highly desirable.

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.

Last Updated: July 2022