



**Engaging  
Communities  
Solutions**

## **Healthwatch Bedford Borough JOB DESCRIPTION**

Job Title:	<b>Volunteer and Social Care Officer</b>
Service:	<b>Healthwatch Bedford Borough</b>
Location:	<b>Hybrid: office/home working, with travel throughout the local area</b>
Accountable to:	<b>Chief Executive Officer</b>

### **Job Summary**

To recruit, train and support volunteers into different roles in Healthwatch to deliver pieces of work and activities.

The main area of recruitment is to concentrate on our Enter and View\* activity.

*\*(Healthwatch have a legal power to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.)*

To adapt to changing environments and to deliver activities in a range of innovative formats including online activities.

To collect and record information from the public so that the voice of local people can be heard by the NHS and Social Care.

To lead the co-ordination of the Enter and View Programme with support from the CEO.

To be the lead for Social Care Outreach/Engagement.

### **Main Duties**

- To plan and co-ordinate work / activities for volunteers to carry out, including Enter and View Programme.
- To recruit, train and support the Authorised Representative volunteers.
- To be responsible for the timely management of the Enter and View Reports.
- To work with the team supporting events / activities.
- To promote volunteering opportunities at Healthwatch to the local people and recruit to the various roles available.
- To work with partnership organisations responsible for volunteering.

- To provide one-to-one and group supervision for volunteers and undertake problem solving as necessary.
- To maintain volunteer records and work with other team members as part of the agreed process.
- To co-ordinate volunteer activities, including meetings, rotas, volunteer write ups of information gathered and debrief on activities.
- To build relationships with NHS and Care Services and across other organisations to facilitate our work and to develop and maintain an understanding of local health and social care services.
- To create accurate and timely reports as instructed.
- To cover for team members for information and guidance, and support telephone and email enquiries for holiday/leave cover.

### **Duties required of all ECS employees.**

- Complete all mandatory training as required for the role, including induction training, annual e-learning and mandatory training courses, and take personal responsibility for training and development, including keeping up to date with best practice and training methods.
- Actively contribute to all team meetings, supervision meetings, appraisals, working groups and other meetings as required, reporting back as appropriate.
- Deal with complaints in accordance with ECS' agreed procedure. In addition, all staff have a duty to report any breach of service standards to line management.
- Share responsibility for good health and safety practices, reporting any concerns to line management any concerns.
- Undertake such other duties in accordance with the post holder's level of responsibility as may be required from time to time to maintain or enhance ECS' services.
- To be administratively self-servicing.
- Maintain professional working standards and to work in adherence with the company's accreditations, including the Quality Performance Mark (QPM) and the Investing in Volunteers accreditation.
- Undertake all duties in accordance with ECS' policies, with reference to the Equal Opportunities, Health & Safety and Confidentiality policies, and work towards their continuing development and implementation.
- All employees of ECS are expected to respect the rights of clients' privacy and confidentiality as far as possible within the constraints of legal requirements and the safety of other people.

### **SAFEGUARDING**

**ECS is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.**

## Hours of work

Part time -15 hours per week

Monday to Friday (**occasional weekend working for event attendance**)

## Salary and Benefits

Salary: £9791.00 Per annum actual. (£24,150 Full Time Equivalent) based on experience and qualifications

Workplace pension scheme (5% company pension contributions)

Employee Assistance programme

Flexible working scheme

Electric car salary sacrifice scheme

Cycle to work scheme

Travel expenses- mileage is paid at 45p per mile.

Holiday entitlement 24 days holiday per leave year at full pay for their first 3 years' service. (This is pro-rata for part time staff.) This will increase to 27 days holiday per leave year after 3 years' service, and to 30 days holiday per leave year after 5 years' service. This is exclusive of public and bank holidays.

The leave year runs from 1 April to 31 March of each year.

**This job will be reviewed periodically in line with the organisations Business Plan. ECS aim to reach agreement on changes, but if agreement is not possible, ECS reserves the right to change the job description.**



Person Specification				
Criteria –		Essential	Desirable	Method of Assessment
Knowledge, skills, and Attributes	Ability to form and maintain good working relationships with different people.	✓		A/I
	Active listening skills	✓		A/I
	Written communication skills, ability to write for a public audience in plain clear English.	✓		A/I
	Organisational skills, the ability to plan and prioritise workloads.	✓		A/I
	Ability to think analytically and critically to ask relevant questions.	✓		A/I
	IT Skills, including Microsoft Office 365, social media platforms.	✓		A/I
Experience	Experience of managing or co-ordinating volunteers or staff.	✓		A/I
	Experience of production of reports	✓		A/I
	Experience of working within the statutory health / social care sector or relevant voluntary organisations.	✓		A/I
	Experience of working to project plans, targets and outcomes	✓		A/I
	Experience of providing one to one support or supervision	✓		A/I
	Experience of external relationship building	✓		A/I
	Experience of working within Seldom Heard communities.		✓	A/I
	Experiencing of devising, contributing to, or delivering training		✓	A/I
Other	Ability to work flexible to the nature of the job.		✓	A/I
	Current driving licence with access to a vehicle to carry out duties.		✓	A/I