



**Engaging
Communities
Solutions**

healthwatch
Bedford Borough

Healthwatch Bedford Borough

JOB DESCRIPTION: Community Outreach and Volunteer Officer

Job Title:	Community Outreach and Volunteer Officer
Service:	Healthwatch Bedford Borough
Hours:	37 hours per week (including evening and weekend work)
Salary:	£24,874.50
Type:	Permanent
Location:	Community / Homebased working
Accountable to:	Chief Executive Officer (CEO)

Job Summary

To reach out to people in Bedford Borough and listen to their health and care experiences, engaging with marginalised or under-represented communities or groups so their voices are heard locally and nationally. Build relationships with key stakeholders to ensure feedback influences decision making and improves health and social care services.

Main Duties

- To gather feedback on health and social care services to achieve improvements and to support a collaborative model of outreach and engagement events.
- Ensure effective community and stakeholder outreach and engagement, establishing and maintaining a strong local presence.
- To ensure local Healthwatch secures involvement with and participation from all groups within the Borough to ensure that all views are equally represented.

- To promote volunteer activities and support the recruitment of Healthwatch Advisory Board members and volunteers across the Borough.
- To act as the local representative for Healthwatch, attending all local community meetings, gathering intelligence and insight into health and social care services.
- Organise and host a variety of local events and activities through a variety of methods on behalf of the organisation to increase community involvement and liaison.
- Support the collection of feedback from the public about their experiences of health and social care via the range of methods; over the telephone, face to face and through digital platforms.
- Support the inputting of that feedback into the Healthwatch database, undertaking data analysis and drafting reports to a high standard.
- Provide information about health and social care services through our signposting service.
- 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.)*

Liaison with communities and groups

- Become the established link between Healthwatch and all local community, faith, and voluntary sector groups in the area to ensure meaningful interaction with diverse groups when gathering feedback.
- Ensure local people know how to access services which they are entitled to by providing information and signposting about services available in the Borough.
- Help create a reputation for being the central point for information on health and social care service provision in the Borough.
- Maintain an up-to-date online service directory of key local contacts and information, and establish strong links with the Local Authority teams, NHS providers, Voiceability, Citizens Advice Bureau and the Voluntary and Community Sector.
- Increase outreach activity with seldom heard groups, including ethnic communities, the elderly, faith groups, the LGBTQ community, migrant communities arriving in the area, those living in rural isolation, those living in poverty, those who are digitally excluded, children and young people, those living with mental illness, and families, to help shape local Healthwatch work priorities.
- Host regular information and drop-in sessions as local venues throughout the area providing information, signposting and guidance and actively seeking out feedback on all local health and social care services.
- Gather intelligence on service provision and commissioning through attending local meetings, forums, and events, including Patient Participation Groups, local faith and community groups and young people's groups.
- Actively review and seek out new groups for Healthwatch to liaise with, increasing the local network, and ensuring the creation of strong partnerships.
- Alongside outreach, you will carry out administrative tasks such as assuming overall responsibility for the ordering and monitoring of stock and other resources and by accurately maintaining client management systems and electronic databases required for the programme to function. You will also need to be competent in Microsoft Office and be able to produce accurate records.

Community Outreach

- To develop and deliver a programme of diverse and tailored outreach events, ensuring that local Healthwatch is accessible to all sectors of the community. This includes the ability to organise, plan, co-ordinate and deliver a wide range of activities that attract high numbers of attendees across a variety of diverse groups and communities.
- To gather insight and intelligence by promoting the Healthwatch Have Your Say online feedback platform and increase the number of reviews and feedback received.
- To increase the local Healthwatch membership and volunteer numbers, through actively promoting Healthwatch to all organisations within the local area across multiple sectors, ensuring that the outreach work is tailored to reach all communities.
- Provide information, signposting and raise awareness of rights and responsibilities regarding services to people you engage with, keeping up to date with changes in

legislation and policy.

- Remain aware of and promote the projects and priorities of the local Healthwatch to the public and key stakeholders.
- Provide outreach support for a broad range of engagement projects as part of a cohesive team approach to service delivery.
- Contribute to the development of the annual Healthwatch Work Programme for engagement and promotional activities.

Volunteers

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

Other Duties

- Promote equality and diversity in all aspects of work and challenge discrimination.
- Undertake mandatory Safeguarding and Equalities training, and a Disclosure and Barring Service check.
- Identify appropriate development that maintains professional competency.
- Work as a member of the team, take part in team meetings, team training and other staff events as required.
- After relevant training and shadowing, act as an Authorised Representative on Enter & View visits to local NHS and social care settings as part of a team.
- Be aware of current trends in social care and health policy and service provision that may have an impact across Bedford Borough and nationally.
- Undertake any reasonable tasks, responsibilities and activities as required.

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's 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

37 hours per week

Core working days: Monday to Friday (evening and weekend working will be required around business need)

Salary and Benefits

Salary: £24,874.50 full time equivalent

Workplace pension scheme (5% company pension contributions)

Employee Assistance programme

Flexible working scheme

Electric car salary sacrifice 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 organisation's Business Plan. ECS aim to reach agreement on changes, but if agreement is not possible, ECS reserves the right to change the job description.



ECS recognises its responsibilities and legal obligations in ensuring, as far as is reasonably possible, that people with disabilities are afforded equal opportunities with respect to employment and are not discriminated against for a reason relating to their disability.

Person Specification				
Criteria –		Essential	Desirable	Method of Assessment
Qualification	<ul style="list-style-type: none"> Educated to A level standard or Equivalent Vocational Qualifications or minimum of two years relevant experience in similar environment paid or voluntary. 	✓		A
	<ul style="list-style-type: none"> Community Development or Health related qualification. 		✓	A/I
Knowledge, skills, and Attributes	<ul style="list-style-type: none"> Strong interpersonal listening and speaking skills and the ability to build and sustain working relationships with a diverse range of people. 			A/I
	<ul style="list-style-type: none"> Excellent time management and organisational skills and “can do” attitude. 	✓		A/I
	<ul style="list-style-type: none"> Ability to work in an empathetic and supportive way with people that empowers their involvement. 	✓		A/I
	<ul style="list-style-type: none"> Demonstrable skills of working effectively as a team player. 	✓		A/I
	<ul style="list-style-type: none"> Organised with ability to be self-managing and able to meet deadlines. 	✓		A/I
	<ul style="list-style-type: none"> Self-motivated, resilient with initiative 	✓		A/I
	<ul style="list-style-type: none"> Ability to manage situations that may be emotionally demanding in a calm manner and provide a friendly and objective listening ear. 	✓		A/I
	<ul style="list-style-type: none"> Digital literacy (MS Office 365 Outlook and Word, Zoom, Teams platforms) 	✓		A/I
	<ul style="list-style-type: none"> Understanding of Confidentiality and privacy around data protection / GDPR (training will be provided) 		✓	A/I

	• Have used online survey software, e.g. SNAP surveys	✓		A/I
	• Enthusiasm for better outcomes for the public and influencing services.	✓		A/I
	• Belief and commitment to improve experiences of health and social care.	✓		A/I
	• Knowledge of the statutory remit of Healthwatch as a critical friend.		✓	A/I
	• Awareness of key local health and social care issues.		✓	A/I
	• Local area knowledge of Bedford Borough		✓	A/I
Experience	• Experience of engagement with individuals / families / communities and system partners.	✓		A/I
	• Experience of managing or co-ordinating volunteers or staff.	✓		A/I
	• Experience of presenting to group sessions and / or group facilitation.	✓		A/I
	• Experience of report writing	✓		A/I
	• Experience of networking and working in partnership with users of health and social care services and the organisations that represent them.		✓	A/I
Other	• Because of the nature of the role applicants will have a full driver's licence and have access to their own transport.	✓		A/I
	• Ability to work flexible to the nature of the job and be open to professional development.		✓	A/I

A = Application Form

I = Interview