



## Engaging Communities Solutions CIC

### JOB DESCRIPTION

Job Title:	<b>Community Insight and Intelligence Officer</b>
Term:	12 months fixed term contract
Service:	Healthwatch Bedford Borough
Location:	Office based, travelling within the local area / community
Accountable to:	Healthwatch Bedford Borough Chief Executive Officer

### Job Summary

To enable people in Bedford Borough to share their health and care experiences, working with all communities and groups that may be described as marginalised or under-represented, so their voices are heard locally and nationally.

Planning, organising and co-ordinating the gathering of the insight and intelligence from the whole community in a variety of innovative ways.

Required to build and sustain collaborative relationships with key stakeholders to ensure the feedback given influences decision making and improves health and social care services.

### Main Duties

- To plan and undertake community activities such as drop-ins, canvassing, community outreach and engagement, promote surveys, undertaken interviews and focus groups, workshops, events and other ways of collecting the patient stories from people based on their own experiences of using health and social care services.
- Develop and maintain collaborative partnerships with community groups and organisations to enhance the profile, impact and effectiveness in securing involvement with and participation from all groups within the Borough. Ensuring a strong local presence.
- Document the citizens voice through report writing and inputting insight, intelligence and feedback into the Healthwatch Bedford Borough database, undertaking data analysis and drafting reports to a high standard.

- Organise and host a variety of local events and activities through a range of methods to increase community involvement, collaboration and liaison establishing lasting networks and becoming the “trusted voice” of Healthwatch Bedford Borough.
- Collection of insight, intelligence from the public regarding health and social care issues through a range of methods such as telephone, face to face and through digital platforms.
- Use innovative social media to promote Healthwatch Bedford Borough.
- Promote volunteer opportunities to support recruitment of volunteers to empower and build capacity in the local communities through our activities.
- Provide information about health and social care services through our signposting service.

### **Liaison with communities and groups**

- Become the established link between Healthwatch and all local community, and voluntary sector groups in the local area to ensure greater interaction and involvement of divergent groups to gather feedback on health and social care services.
- Ensure people know how to access services to which they are entitled by signposting/providing advice and information about their local services, creating a strong local reputation for being a central information point for service information.
- Maintain an up-to-date online service directory of key local contacts and information and establishing strong links with the Local Authority information and signposting services, CAB and Voluntary and Community Sectors.
- Increase the number of Healthwatch members and volunteers across the area.
- Increase representation from hard to reach/under-represented groups, including minority ethnic communities, LGBT, faith groups, travelling communities, migrant communities arriving in the area, those living in poverty, those who are digitally excluded, those living with mental illness, children and young people and families to help shape local Healthwatch work priorities.
- Gather feedback on services through delivering outreach activities, and conducting fieldwork, consisting of surveys, focus groups and outreach events.
- Assist local networks to identify and progress local priorities for improving health and social care services.
- Host regular information and drop-in sessions at local venues throughout the area - providing information, signposting and actively seeking out feedback on all local health and social care services.
- Gather intelligence on service provision and commissioning through attending all local meetings, including Patient Participation Groups, local faith and community groups, young people’s groups. Actively reviewing and seeking out new groups to liaise with, increasing the local network of the local Healthwatch, and creating strong partnerships.
- Alongside outreach, carry out administrative tasks such as accurately maintaining client management systems and electronic databases required for the programme to function. You will need to be competent in Microsoft Office 365 and be able to produce contemporaneous and accurate records.

### **Community Outreach**

- To develop and deliver a programme of diverse and tailored outreach events, ensuring that Healthwatch Bedford Borough 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 through organising local Healthwatch outreach events, and attending partners events, and increase the number of reviews and feedback received through the Healthwatch Bedford Borough "Have Your Say" online feedback platform.
- To increase the number of local Healthwatch membership and volunteers, through actively promoting Healthwatch to all organisations within the local area, ensuring that the outreach work is tailored to reach all communities in the local delivery area.
- Provide information, signposting and raise awareness of rights and responsibilities regarding services to people you engage with.
- Provide outreach support for a large range of projects as part of a cohesive team approach to delivery.

### **Use of database systems**

- Maintain an up-to-date CRM record of all activities, meetings attended, numbers of case details and feedback, ensuring that every contact is logged into the CRM without delay.
- Collate local case studies and feedback on services and ensure all case notes are consistently inputted into the CRM to enable trend analysis and outcome reviews can be shared with stakeholders.

### **Other Duties**

- Promote equality and diversity in all aspects of work and challenge discrimination.
- To participate in the wider organisation's project teams and lead where required. This may include undertaking any other short-term activities as required by the senior management team and providing support and cover for colleagues where appropriate.
- After relevant training and shadowing, act as an Authorised Representative of the Healthwatch Bedford Borough Enter & View visits to local NHS and social care settings as part of a team.
- Undertake any reasonable tasks, responsibilities and activities as required.

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

- Complete all mandatory training as required for the role.
- Actively contribute to all team meetings, supervision meetings, appraisals, working groups and other meetings as required, reporting back as appropriate.
- 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.
- 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, children and young people and expects all staff and volunteers to share this commitment.

## Hours of work

Full time (37 hours)

Monday to Friday although evening and weekend work will be required on occasions.

## Salary and Benefits

Salary: £24,150 rising to £24,455 from 01 April

Workplace pension scheme (5% company pension contribution)

Employee Assistance programme

Flexible working scheme

Travel expenses - mileage is paid at 45p per mile

24 days holiday per leave year at full pay for their first 3 years' service. (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, 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"> <li>Educated to A level standard or Equivalent Vocational Qualifications or minimum of two years relevant experience in similar environment paid or voluntary.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Community Development or Health related qualification.</li> </ul>		✓	
Knowledge, skills, and Attributes	<ul style="list-style-type: none"> <li>Ability to develop and deliver a programme of diverse and tailored outreach events, ensuring the 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.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Skilled at creating a professional network of like-minded organisations in the local area, to create joint working and reciprocal referral schemes to increase visibility of local Healthwatch.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Ability to adapt to changing business needs and work flexibly, as some evening and weekend work will be required as part of this role.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Demonstrable skills of working effectively as a team player.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Ability to manage and prioritise own workload, highly organised, self-directed and motivated.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Understanding of the role that patient and service user feedback has in informing decision making and driving forward service improvements.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Excellent IT skills especially use of different databases, Microsoft 365, Microsoft Office 2013/6 and webpage maintenance.</li> <li>Excellent social media skills.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Demonstrable understanding of equal opportunities.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Able to listen and question sensitively, approachable and able to work with a diverse range of people.</li> </ul>	✓		A/I

	<ul style="list-style-type: none"> <li>Detailed knowledge and understanding of a range of community engagement techniques and proactive in applying these techniques in local communities.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Excellent communication, written and interpersonal skills with the ability to deliver talks and presentations to a wide range of audiences.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>A good understanding of local Healthwatch, and its purpose and principles.</li> </ul>		✓	A/I
	<ul style="list-style-type: none"> <li>Understanding of the current challenges facing public services.</li> </ul>		✓	A/I
	<ul style="list-style-type: none"> <li>Knowledge of the local geographical area and the diversity of the communities in which the post relates would be an advantage.</li> </ul>		✓	A/I
Experience	<ul style="list-style-type: none"> <li>Experience of working with volunteers.</li> </ul>		✓	A/I
Other	<ul style="list-style-type: none"> <li>Language skills would be preferable.</li> </ul>		✓	A/I
	<ul style="list-style-type: none"> <li>Because of the nature of the role applicants will have a full driver's licence and have access to their own transport.</li> </ul>	✓		A/I
	<ul style="list-style-type: none"> <li>Ability to work flexibly due to the nature of the job.</li> </ul>		✓	

A = Application Form

I = Interview