

**Job Description:** Engagement & Project Officer

**Team:** Engagement Team

**Salary:** £23,185 per annum

**Hours:**  35 hours per week

**Location:** Healthwatch Office, Liverpool City Centre

(Due to pandemic the post holder will be temporarily homebased and working remotely)

**Duration:** Fixed term until 31st March 2023 with the possibility of a 2 year extension until 31st March 2025. There will be a 6 month probationary period.

**Directly responsible to:** Operations Manager

**Responsible for:** Engagement & Projects (with a focus on Children, Young people and Families

**Main purpose(s) of the post**

1. As a key member of the Engagement Team, your focus will be on gaining the views of the public in relation to their experiences of health and social care services in Liverpool.
2. You will work closely with service providers, commissioners, public bodies and Liverpool’s diverse communities, using the feedback obtained from the public to improve health & social care services in Liverpool.
3. This role encompasses office based and community based activities and may require frequent attendance at meetings with health & social care providers, commissioners and diverse patient and service user groups.

**Main duties and responsibilities**

1. Be the key contact person for Healthwatch Liverpool with NHS services or social care settings and attend regular meetings to ensure the views and interests of diverse local patients, service users and stakeholder groups are represented within health and social care planning and governance.
2. Establish and maintain constructive working relationships with external partners including health and social care providers, service user groups, diverse local community groups, local voluntary and charity organisations and other stakeholder groups.
3. Plan, organise and implement Listening Events, Enter & View visits and related activities in conjunction with members of the Healthwatch team and volunteers to collect people’s experiences of health & social care services, paying attention to the environments we visit and the groups we target.
4. Actively encourage and support participation from seldom heard and under- represented groups.
5. Design, coordinate and deliver projects to support the priorities
   1. Identified by Healthwatch Liverpool and its members,
   2. Commissioned by Liverpool City Council

engaging with the public and bringing together key partners to build an informed picture to influence change.

1. Undertake project related research using a variety of methods including: designing and implementing questionnaires, conducting interviews (by telephone, online and face to face) and facilitation of focus groups.
2. Prepare accessible reports, articles, other communications and promotional materials, and facilitate accessible and engagement community events for a variety of audiences to share what we have learnt and influence change.
3. Work with the Volunteering and Involvement Lead to engage volunteers in all aspects of our engagement work.
4. Contribute to the performance evaluation of local health & social care services in respect of patient experience, equality, diversity, inclusion and quality of care.

**General**

The post holder is expected to be flexible in the performance of the role and to undertake any other duties/tasks identified as appropriate to the post in line with the aims and principles of Healthwatch Liverpool. This may include:

* Communicating with people contacting the enquiry service, either face to face, via telephone or email.
* Assisting in the collection of information of local resources for the updating of information based online directories.
* Having knowledge and insight of these resources to guide people to the services, support or activities that are most appropriate to their needs and circumstances.
* Record enquiry information and feedback on a database that will be utilised for monitoring and evaluating the effectiveness and quality of our service, using this data to measure our impact on reaching a range of people from the city’s diverse communities.
* Assisting in the promotion of the service to local communities and organisations and collect patient feedback, through engagement, outreach events and other activities
* Where appropriate, raise awareness of Healthwatch Complaints Advocacy Service.

**In addition the post holder will be required to:**

* Follow Healthwatch Liverpool policies & procedures, particularly in respect of health & safety, confidentiality, safeguarding, GDPR and equality and diversity.
* Work as part of a team with other Healthwatch Liverpool staff.
* Be aware of the issues facing people who find themselves socially excluded, disadvantaged and/or unaware of the range of support which could potentially assist them.
* Manage workload and time in accordance with the priorities set by Management.
* Participate in Healthwatch Liverpool’s supervision and appraisal system in order to identify and undertake any necessary training and personal development.
* Maintaining accurate and up to date administrative and statistical information, monitoring and collating all relevant data and providing written reports as required.
* Keep abreast of relevant developments in health and social care services and policy to ensure an up to date knowledge base and that our work is well informed and responsive to change.
* Contribute to the organisation and facilitation of Healthwatch Liverpool’s Membership events and the design, content and distribution of the Healthwatch Liverpool Members newsletter.