## Laridae CIC Job Description

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| **Job Title:** | Healthwatch Insight and Intelligence Officer |
| **Hours** | 2-3 days pw |
| **Salary:** | * £20,910 pro rata |
| **Location** | Liverpool |
| **Duration** | This post currently runs until the end of the current Healthwatch contract in March 2020. The new Healthwatch contract is anticipated to run until March 2025. Depending on the outcome of the tender process, this post may be continued. |

**Background:** Healthwatch Liverpool is the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved and share these views with those with the power to make change happen. People can also speak to us to find information about health and wellbeing services and activities available locally. Your work will help us to turn our data into intelligence informing our strategic planning and underpinning our diverse activities.

Our work is constantly evolving so the ability to adapt and pick-up new skills and approaches is essential.

**Main Purpose of the post:**

Healthwatch receives information, experiences and insight from the public through various means including through specific engagement activities, enquiries and complaints. This post will help ensure we make the most systematic and effective use of the data and intelligence we receive.

This piece of work will include working with colleagues from across the organisation to help us improve how we capture, analyse and then use this intelligence.

Largely working in an office environment but with some attendance at external meetings where required.

**Responsibilities**

1. Be a source of expertise for the organisation on insight analysis
2. Contribute to the Healthwatch priority of ensuring that we maximise the volume and quality of the information we receive.
3. Together with other Healthwatch colleagues, turn the information we receive into useful intelligence by:
   1. Combining information from enquiries, complaints, outreach and engagement
   2. Drawing out trends, patterns and areas of concern.
   3. Highlighting issues affecting particular groups or communities
   4. Identifying gaps in the information we receive allowing us to prioritise outreach and promotion work with particular communities or on particular issues
4. Taking a lead for designing and implementing methods and systems to enable the above.
5. Sharing intelligence with other team members in timely and efficient ways to allow it to inform our work and planning.
6. Prepare reports, briefing papers and other communications sharing within the team and support work planning.
7. Contributing to a variety of internal and external reports providing the intelligence and insight content to allow these reports to be produced in an efficient and timely way.
8. Take a continuous improvement approach.

A minor part of the role may also include:

1. Assist in the promotion of the service to local communities and organisations and collect patient feedback, through engagement, outreach and other activities

**General**

1. The post holder is expected to be flexible in the performance of duties and to undertake any other duties and tasks identified as appropriate to the post in line with the aims and principles of Healthwatch.
2. To work collaboratively with partners who share our commitment to improving the public’s experience of services, health and wellbeing.
3. To work as part of the team with other Healthwatch staff
4. Implementing and following Healthwatch policies and procedures, particularly in respect to health and safety, confidentiality, safeguarding and data protection
5. To manage workload and time in accordance with the priorities set by your Manager and agreed in your workplan.
6. To keep abreast of health and care developments to inform your work.
7. To 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
8. Ensure that your knowledge base is kept up to date, undertaking any training necessary and participate in the organisation’s supervision and appraisal system, and identifying further training and personal development needs.