## Laridae CIC

## Job Description

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| **Job Title:** | Healthwatch Information and Project Officer – enquiry focus |
| **Hours:** | 35 hours per week  |
| **Salary:** | * £23,185 per annum
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| **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.

For many people you will be the first contact they have with Healthwatch so a key aspect of this role will be to promote the organisation by explaining our work and the ways of being involved in this. Our work is constantly evolving so the ability to adapt and pick-up new skills and approaches is essential.

**Main Focus of Post**

* To provide information and signposting to people, helping them get the most out of health and social care services in Liverpool
* To gain the views of the public in relation to their health and social care experiences
* Largely working in an office environment, talking to enquirers on the phone

**Main Duties and Responsibilities**

Information service

1. To listen to people contacting the service either face-to-face or via the telephone about a wide range of health and care related enquiries.
2. To communicate with people contacting the service by post, email, or other electronic means
3. To gain an understanding of the concern and / or issue and then assist the individual in exploring the options that could be available (including providing self-help guidance; signposting / referring to an appropriate service; facilitating and negotiating access to services)
4. To provide this information to enquirers in the manner that best meets their needs
5. To assist in the collection, maintenance and updating of information on local resources for online directories
6. To be familiar with these resources in order to guide people to the services, support or activities that are most appropriate to their needs and circumstances
7. Where appropriate, raise awareness of Healthwatch Complaints Advocacy service dealing with initial enquiries and referring on to advocacy colleagues for more in depth support.
8. To collate feedback from enquirers / the public which Healthwatch can use to influence the improvement of health and care services
9. To assist the public to understand how the Care Act might affect them and the people they care for
10. To maintain up-to-date records of enquiries received, information provided and action taken

A minor part of the role will also include

1. Represent and promote Healthwatch and our projects across the city, including organising and attending outreach events
2. 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 the role and to undertake any other duties and tasks identified as appropriate to the post in line with the aims and principles of Healthwatch
2. Record enquiry information and feedback on a database that will be utilised for monitoring and evaluating the effectiveness and quality of the service and ensuring it is reaching the fullest range of people from the city’s diverse communities
3. Keep abreast of health and care policy developments and services, to ensure your knowledge base is up to date to inform your work
4. 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
5. To work as part of a team with other Healthwatch staff
6. Follow Healthwatch policies and procedures, particularly in respect to health and safety, confidentiality, safeguarding and data protection
7. Manage workload and time in accordance with the priorities set by your Line Manager
8. Undertake any training necessary and participate in the organisation’s supervision and appraisal system in order to identify any further training and personal development needs