## Laridae CIC Job Description

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| **Job Title:** | Healthwatch Information and Project Officer (IPO) |
| **Hours** | 35 hours per week |
| **Salary:** | * £23,185 per annum |

**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.

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 Purpose(s) of Post**

* To gain the views of the public in relation to their health and social care experiences
* Work with providers, commissioners and public bodies using this feedback to improve health and social care services in Liverpool
* This role is largely office based but requires frequent attendance at meetings with health and social care providers

**Main Duties and Responsibilities**

1. Be the key contact person for Healthwatch Liverpool with named NHS trusts, and attend regular meetings to ensure the views and interests of local people are represented within health and social care planning and governance
2. Establish and maintain constructive working relationships with external partners
3. Plan and organise feedback events and related activities in conjunction with members of the team and volunteers, to collect people’s experiences of health and social care services
4. Represent and promote Healthwatch Liverpool across the city, including organising and attending meetings, outreach events, focus groups and giving talks and presentations etc.
5. Encourage and support participation from seldom heard groups
6. Initiate and facilitate projects around Healthwatch Liverpool’s identified priorities through engaging the public and bringing together key partners to build an informed picture to influence change
7. Prepare reports, briefing papers, articles and other communications sharing what we’ve learnt and influencing change
8. Contribute to the evaluation of NHS trusts’ performance in terms of equality and quality of care

A minor part of the job may also include:

1. Communicating with people contacting the enquiry service either face-to-face, via telephone or email
2. Assist in the collection of information on local resources for the maintenance and updating of online directories
3. 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

**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 Liverpool
2. Maintaining accurate and up to date administrative and statistical information, monitoring and collating all relevant information and providing written reports as required.
3. 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’s reaching the fullest range of people from the city’s diverse communities
4. Keep abreast of health and care policy developments and services, to ensure your knowledge base is up to date to inform your work
5. 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
6. Where appropriate, raise awareness of Healthwatch Complaints Advocacy service
7. Work as part of a team with other Healthwatch Liverpool staff
8. Follow Healthwatch Liverpool policies and procedures, particularly in respect to health and safety, confidentiality, safeguarding, data protection, equality and diversity and health and safety.
9. Manage workload and time in accordance with the priorities set by your Line Manager
10. Undertake any training necessary, and participate in Healthwatch Liverpool’s supervision and appraisal system, in order to identify any further training and personal development needs