

<b>Job Title:</b>	Community Engagement Project worker
<b>Duration:</b>	Permanent Contract
<b>Hours:</b>	16 hours per week – Days TBC Hours 10.00-15.00 x2 10.00-16.00
<b>Location:</b>	Healthwatch Rochdale Office No. 2 The Esplanade Second Floor, Suite 5 Rochdale, OL16 1AE
<b>Responsible to:</b>	Engagement & Volunteer Manager
<b>Salary:</b>	£19987.5 pro rata £8,528.00
<b>Annual Leave Entitlement:</b>	25 days pro rata
<b>Staff Benefits</b>	After time served: Simply Health Cash plan Increased annual leave entitlement Minimum wage employer
<b>Job Summary</b>	To engage with the Rochdale residents and gather their experience of health and social care services whilst working with local partners to raise the awareness of Healthwatch Rochdale and the volunteering opportunities the organisation offers.

## About Healthwatch Rochdale

The Healthwatch Rochdale structure is based on staff members supporting local people to design, manage and deliver local health and care services. We depend on attracting, training and retaining many local volunteers with diverse skills and backgrounds who together can make an impact on the commissioning and delivery of health and social care services.

Staff will focus on supporting local people to represent and act, rather than acting on their behalf. This includes involving local people in identifying the health and wellbeing issues that matter to them and working with the insight, energy and assets of the community to shape actions and activities in response.

## Purpose of Healthwatch Rochdale

The role of Healthwatch Rochdale is to:

1. Promote and support the involvement of local people in the commissioning, provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and how services could be improved.

3. Obtain the views of local people regarding their needs for, and experiences of, local care services and make these views known.
4. Make reports and recommendations about how local care services could be improved.
5. Provide information about local health and social care services to the public.
6. Formulate views on the standard of provision and whether and how the local care services could be improved.
7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations.
8. Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

### **Main purpose of the Community Engagement Project Worker:**

- The post holder will engage with diverse communities to build relationships and increase their involvement with health and social care consultations in Rochdale.
- Work with communities in Rochdale to obtain feedback about health and social care in the locality.
- Identify and record the information received from community consultations.
- Identify and refer health and social care issues to other organisations where appropriate
- Support the Engagement and Volunteer Manager with operational planning in relation to the HWR engagement work
- Assist the HWR staff team to identify the training and support needs of communities
- Identify opportunities for communities to work in partnership with health and social care providers
- Raise awareness about the services offered by HWR, such as volunteering opportunities, signposting support and training.
- Manage your own diary and support the Engagement and Volunteer Manager to arrange internal and external meetings and engagement events.
- Refer communities to the services offered by health and social care providers
- Assist the Engagement and Volunteer Manager with the evaluation of all engagement projects
- Record accurate information and draft reports including data analysis for the effective evaluation of engagement projects

### **Other duties (Common to all posts)**

- Support people to connect and communicate online, including social reporting from events and meetings.
- Ensure the Healthwatch brand is conveyed in a consistent way and within the HW guidelines for branding. To be responsible for the look and style of leaflets, literature, poster production and other awareness raising materials. Proofreading content and checking for grammar and spelling.
- Adhere to GDPR
- Represent the views of local people on a variety of forums and official boards.
- Take an active interest in ensuring Healthwatch Rochdale operates effectively, according to best practice and fulfils its obligations.

- Contribute to events and activities hosted by both Healthwatch Rochdale and partner organisations.
- Work within the team to maintain and achieve high standards and implement effective time management to meet deadlines.
- Disseminate information and learning as appropriate to other networks if required, and in conjunction with the communications policy.
- Help to ensure that Healthwatch Rochdale embraces diversity, challenges discrimination, and reflects the communities of Rochdale.
- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Engagement and Volunteer Manager and the CEO.
- Conduct yourself with the Nolan principles and the HWR Team Charter in mind at all times.

## Community Engagement project worker

### PERSON SPECIFICATION

Requirements Sought		Method of Assessment
<b>A) Skills</b>		
1	Ability to work on own initiative, to plan and organise workload and meet deadlines.	A + I + T
2	Ability to develop monitoring systems and keep accurate statistical records to use within an outcome-based framework.	A + I + T
3	Written, verbal and presentation skills to communicate effectively with a diverse range of people.	A + I + T
4	Ability to deliver training and facilitate workshops.	A + I + T
5	Ability to provide guidance and constructive support to community organisations.	A + I + T
6	Competence in using Microsoft Office Word, Excel and Outlook to produce letters, reports, spreadsheets and maintain an online calendar.	A + I + T
7	Ability to use virtual tools such as Zoom and Microsoft teams to organise and facilitate meetings.	A + I

8	Ability to input data onto a database and retrieve data for producing reports.	A + I
9	Ability to work collaboratively as part of a team.	A + I
10	Ability to promote a service or project.	A + I + T
11	Ability to negotiate with statutory and voluntary sector partners.	A + I
<b>B) Knowledge and Experience</b>		
1	Knowledge and experience of working with a diverse range of people.	A + I + T
2	Knowledge of key issues relating to health and social care.	A + I + T
3	Experience of assessing the support needs of community groups.	A + I
4	Experience of organising events, meetings and training.	A + I + T
5	Knowledge and experience of meeting outcome focussed targets.	A + I
6	Experience of creating and sustaining effective relationships with external partners.	A + I + T
7	Knowledge of health and safety issues, risk assessments and their effective implementation.	A + I + T

### C) Work Related Circumstances

1	Willingness to attend local meetings in Rochdale and travel in the Rochdale borough as required.	A + I
2	Willingness to work flexible hours, with reasonable notice, including times outside normal working hours and weekends.	A + I
3	Commitment to personal development through supervision and training.	A
4	A proven commitment to the implementation of equality, diversity and inclusion.	A + I
5	This post will require an enhanced DBS check	A
6	The post holder is required to drive and have access to a vehicle.	A

- A – Application form
- I – Interview
- T– Presentation