

Job Title:	Community Project Worker
Duration:	Permanent
Hours:	Part time (24 hours per week)
Location:	Healthwatch Rochdale, Belfield Road, Rochdale OL16 2UP
Salary:	£11,808

About Healthwatch Rochdale

The Healthwatch Rochdale structure is based on staff members supporting local people to design, manage and deliver our services. We depend on attracting, training and retaining a large number of 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

Healthwatch Rochdale's role 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.

Purpose of the Job

The Community Project Worker will:

- recruit, train and support a team of volunteers to undertake outreach to gather the views of local people of the health and social care services in the Rochdale Borough;

- support local people to access the information that they need to make informed decisions about their choice of health and social care services; and
- log those views and information requests on the Healthwatch Information System (CIVI CRM) so they can be used to draw statistical data, compile intelligence reports and ultimately improve health and care services in the Borough.

Main Duties and Responsibilities

Support volunteers

Your role will be to:

- a) act as the first point of contact for volunteering enquires;
- b) train, support and supervise volunteers to undertake the outreach and engagement functions of Healthwatch Rochdale;
- c) Ensure Healthwatch Rochdale abides by volunteering good practice guidance;
- d) contribute to ensuring that Healthwatch Rochdale engages, consults and involves individuals and groups from all sections of the community, including hard-to-reach and seldom heard communities;
- e) encourage networking opportunities across Healthwatch Rochdale volunteers;

Outreach

Your role will be to deliver a programme of outreach and engagement activities across the community to:

- a) gather feedback from local people on their experience of health and social care services;
- b) provide local residents with information and signposting to enable them to access health and care services; and
- c) promote Healthwatch Rochdale and actively encourage local people to get involved in the work that we do. This will be achieved through:
- d) face to face engagement at: service provider premises (hospitals, GP Practices, care homes); community venues (shopping centres, libraries, leisure centres); community events (community and faith groups, festivals, fun days); targeted engagement (focus groups, listening events and case studies) and at meetings.
- e) through working with voluntary, community and faith organisations to reach seldom heard groups in the community
- f) through supporting enter and view visits to service providers;
- g) expanding our online feedback mechanisms and use of social media platforms to gather intelligence.
- h) The production of evidence based reports with recommendations for the Healthwatch Board

Information and signposting

Your role will be to:

- a) act as a point of contact for information and signposting enquiries by telephone, via website, email, text, post and in person by local residents
- b) record the details of enquiries, including follow-up provided on the Healthwatch Information system
- c) support service users to access information independently.

- d) develop a knowledge of health and social care services information sources and how residents / service users / carers can access this information including links to external partners.
- e) support volunteers to carry out an information and signposting role.

Data recording

Your role will be to:

- a) enter data gathered through the engagement workplan on the Healthwatch database;
- b) supervise volunteers data entry onto the Healthwatch database ensuring that all data entries are accurate, correctly spelled, and grammatically correct and error free;
- c) adhere to data protection standards as appropriate;
- d) ensure data filing and recording systems both electronic and paper based are maintained effectively and comply with Healthwatch Rochdale Board Data Protection Policy.

Partnership working

Your role will be to:

- a) liaise with other local Healthwatch to identify best practice in engagement, information gathering, publicity and volunteer recruitment and support;
- b) work with the Communications Officer to develop promotional tools and the use of social media to maximise engagement;
- c) work collaboratively with other local Healthwatch organisations where appropriate.
- d) The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the line manager

Persons Specification

Requirements Sought		Method of Assessment (Assessment – A, Interview – I, Presentation – P)
A) Skills		
1	The ability to work, engage and communicate with people from a wide range of backgrounds.	A + I + P
2	The ability to absorb and condense information from a variety of sources to produce simple, accessible publications e.g. leaflets, fact sheets, stories and reports.	A + I + P
3	The ability to engage and communicate creatively ways of providing information to excluded or disadvantaged groups.	A + I + P
4	The ability to interview individuals or groups, make an assessment of need and to respond to those needs appropriately.	A + I
5	The ability to plan and organise your work, to manage your own time within agreed plans, e.g. setting and keeping to project plan.	A + I
6	The ability to work effectively as part of a team.	A + I
7	The ability to undertake monitoring and keep accurate statistical records to meet specific requirements e.g. those laid down by funders.	A + I
8	The ability to promote the Healthwatch Rochdale website as a source of information to voluntary and community groups.	A + I
B) Knowledge and Experience		
1	Experience of working with voluntary and community groups in a paid or unpaid capacity.	A + I
2	Experience of producing publications in plain English.	A + I
3	Experience of using Microsoft Office, Excel, Publisher and social media	A + I
4	Experience of using a customer relations database system.	A + I
5	Experience of listening and communications skills, both verbally and in writing	A + I + P
C) Work Related Circumstances		

1	Willingness to travel around the Rochdale borough.	A + I
2	Willingness to work flexible hours, with reasonable notice, including unsocial hours and weekends.	A + I
3	Commitment to personal development through supervision and training.	A + I
4	A positive commitment to the implementation of Equal Opportunities.	A + I

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