

Community Involvement Officer (Public) Recruitment Pack

This pack contains

1. Information about Healthwatch Oxfordshire
2. A diagram showing our staff structure
3. A summary of our terms and conditions
4. Details of how to apply
5. The job description and person specification for this post

1. About Healthwatch Oxfordshire

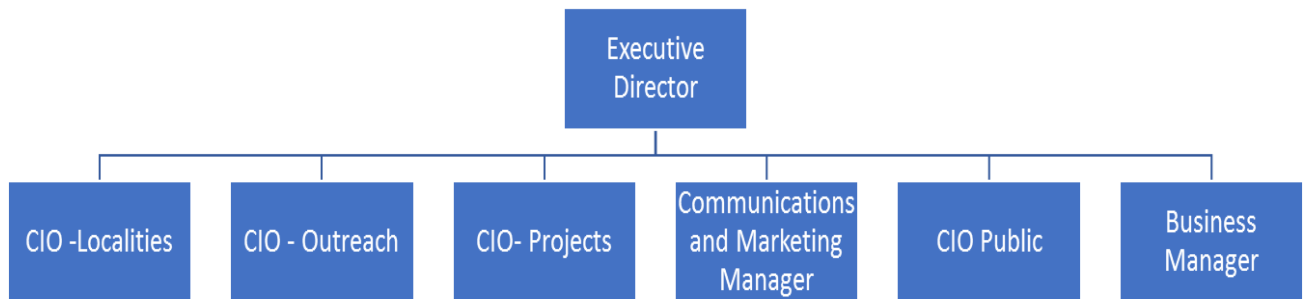
What we do

- We are the county's watchdog for health and social care
- We find out what local people think is good and bad about health and social care in Oxfordshire and lobby for change on their behalf.
- We use statutory powers and our media relationships to hold organisations to account for delivering change.
- We signpost people to services.

How we find out what local people think

- Commissioned research - sometimes enter and view
- Outreach with the public
- Conferences with the voluntary sector
- Regular meetings with our volunteers
- Taking up issues on behalf of the public
- Work with the media and wide range of local networks to raise our profile with the public so they bring us their stories
- Work with the Oxfordshire Clinical Commissioning Group localities

2. Our staff structure



CIO = Community Involvement Officer

3. Terms and conditions

All staff will be enrolled in a contributory pension scheme, with an employer contribution of 5%.

Holiday entitlement for full time staff is 28 days per annum, plus bank holidays, rising to 33 days after 5 years continuous service, with 3 days to be taken between Christmas and New Year. The holiday entitlement for part time staff is pro rata.

This is a part time post (30 hours p/w). Exact hours and the working pattern will be agreed in negotiation with the successful candidate.

Our normal office hours are 9-5 Monday-Thursday and 9-4 Friday. Some evening and weekend working is expected within this role, but time off in lieu (TOIL) arrangements are in place to compensate for this.

4. How to apply

Interested candidates are invited to call the Executive Director, Rosalind Pearce, for an informal chat about the post on 01865 520520.

Applications should comprise a CV and a letter *setting out clearly how you meet the person specification for the post*, and should be emailed to hello@healthwatchoxfordshire.co.uk by 5pm on Monday 22nd January 2018.

Shortlisting is expected to take place that week, and interviews will be held week commencing 29th January 2018. The interview panel will comprise the Executive Director and at least one Healthwatch Oxfordshire Board member.

To find out more about us please go to www.healthwatchoxfordshire.co.uk

Job Description and Person Specification

Post: Community Involvement Officer

Responsible to: Executive Director

Pay: £27,228k pro rata

Hours: 30p/w (working pattern subject to negotiation with applicant)

Job Description

To develop and deliver a programme of outreach work, recruit and train and support volunteers, and lead on the development and delivery of Young Healthwatch.

In particular to:

- Develop and deliver Healthwatch Oxfordshire's outreach work to gather public views on services from venues, sites and events across Oxfordshire on a regular and ongoing basis.
- Manage and support Healthwatch Oxfordshire volunteers, ensuring they are deployed effectively to gather and feedback the views of the general public on an ongoing basis, across the county.
- Build and maintain close working relationships with the staff leading listening work in other organisations such as Oxford University Hospitals NHS Foundation Trust, Oxford Health NHS Foundation Trust, Oxfordshire County Council and Oxfordshire Clinical Commissioning Group, and ensure the information they gather from individuals is available to Healthwatch Oxfordshire.
- Develop and deliver Young Healthwatch Oxfordshire
- Support the involvement of lay people in the work of the Oxfordshire County Council Health Improvement Board and Children's Trust Board
- Work with the Communications Manager to increase awareness of Healthwatch Oxfordshire with the general public.
- Ensure information gathered from this listening infrastructure is compiled, analysed and reported on to the Executive Director and Board in a manner that enables effective decision making and/or can be passed to relevant commissioners and providers to stimulate change.

Key Tasks

1. Outreach work

- a) Develop and deliver a rolling programme of outreach work to gather information from the public about their experiences of health and social care.
- b) Ensure this programme takes in an even spread of rural and urban communities across the county in the course of a year, including:

- a. Build relationships with shopping centres, town centre managers, retailers, hospitals, care home managers, practice managers, schools and other organisations who may be willing and able to host one or more Healthwatch Oxfordshire outreach visits a year.
- b. Ensure information gathered at outreach events is compiled, analysed and reported on to the Executive Director and Board in a manner that enables effective decision making and/or can be passed to relevant commissioners and providers to stimulate change.
- c) Work closely with the Communications Manager to raise awareness of Healthwatch Oxfordshire across the population in order to increase public reporting via the Healthwatch Oxfordshire website.

2. Healthwatch Volunteers

- a) Identify, recruit and support Healthwatch volunteers, particularly:
 - a. Healthwatch Oxfordshire lay representatives are supported to play an active and meaningful role in the Health & Wellbeing Board's Health Improvement Board and Children's Trust Board. Ensure Healthwatch Oxfordshire volunteers have the information needed to fulfil their roles effectively.
 - b. Identify other meetings and partnership boards and events at which Healthwatch Oxfordshire should/could have a presence and identify and support Healthwatch Oxfordshire volunteers to attend and play a meaningful role at these meetings.
 - c. Healthwatch Oxfordshire Volunteers are enabled to play an active part in delivering Healthwatch Oxfordshire outreach activity.
- b) Ensure that information gathered by volunteers is reported back to Healthwatch Oxfordshire and recorded, so that it can be analysed and used to inform decision making.
- c) Co-ordinate regular meetings of Healthwatch Oxfordshire Volunteers in order that they can share experiences with each other and with Healthwatch Oxfordshire.

3. Young Healthwatch

- a. Develop, establish and support a Young Healthwatch Oxfordshire
 - i. Ensure the development of Young Healthwatch Oxfordshire involves young people
 - ii. Working with the Communications Manager develop and maintain a Young Healthwatch Oxfordshire web page

4. Other organisations

- a) Develop and maintain a close working relationship with the patient experience and service user leads in Oxfordshire Clinical Commissioning

Group, Oxfordshire County Council, South Central Ambulance Service NHS Foundation Trust, Oxford University Hospitals NHS Foundation Trust and Oxford Heath NHS Foundation Trust.

- b) Develop and maintain close working relationships with staff responsible for Foundation Trust members in the Trusts mentioned above.
- c) Develop and implement systems and protocols through which Healthwatch Oxfordshire can access the information on key issues and trends raised by service users and members in each of these organisations.
- d) Brief the Executive Director on any issues raised by this work.
- e) Ensure this information is compiled, analysed and reported on to the Executive Director and Board in a manner that enables effective decision making and/or can be used to hold relevant commissioners and providers to account for delivering change.

5. Report Writing

- a) Prepare and produce regular reports for the Executive Director and Board of Healthwatch Oxfordshire analysing the information and intelligence gathered from all aspects of your work, and highlighting trends and concerns that should inform Healthwatch Oxfordshire decision-making.
- b) Prepare and produce reports for providers and commissioners, where analysis of the information and intelligence gathered from all aspects of your work needs to be shared with them to inspire and inform service change.

6. Work closely with other Community Involvement Officers

- a) Meet regularly with the Community Involvement Officers to ensure close cooperation between the work of the four posts. Ensure holiday and other leave is managed such that all the Community Involvement Officers are never away at the same time, and can provide cover for each other's absences.
- b) Work as a team to ensure that where possible cover for external meetings or events is achieved.

7. Requirements of all HWO staff

- a) Support the Executive Director as required
- b) Maintain up to date knowledge of health and social care systems and structures in Oxfordshire.
- c) A good working knowledge of Microsoft Office software including Word and Excel.
- d) Contribute to the development of Healthwatch Oxfordshire through suggestions for ongoing improvement.
- e) Adopt a professional and friendly approach in understanding and responding to customers' needs.

- f) Receiving and responding to calls from members of the public to the office seeking information and advice in respect of health and social care services.
- g) Comply with all policies and procedures, and work according to best practice principles regarding equal opportunities, safeguarding and health and safety.
- h) Abide by Healthwatch Oxfordshire's values and principles and adhere to its equal opportunity and other policies and procedures.
- i) Undertake training as required to meet the requirements of the job description.
- j) Carry out any other reasonable duties within the overall purpose of the post.
- k) To work as part of a team, and develop and maintain close working relationships with colleagues and partners
- l) Work to the standards described in Healthwatch Oxfordshire policies and joint management arrangements.
- m) Be willing to work flexible hours, including Saturdays and evenings, and travel from time to time across and outside the county.
- n) Acquire a satisfactory DBS check

Person Specification - Healthwatch Oxfordshire Community Involvement Officer

Essential skills and experience

- a) Experience of planning and delivering outreach programmes that have successfully engaged the public, particularly hard to reach and seldom heard groups.
- b) Ability to work with a diverse range of people in a sensitive and professional manner.
- c) Experience of working with volunteers.
- d) Excellent listening, written, and verbal communication skills.
- e) Proven ability to produce and present accurate, well written papers and reports.
- f) Ability to work as part of a team, on own initiative and to deadlines.
- g) Naturally organised and efficient.
- h) Full driving licence and access to a vehicle.

Desirable skills and experience

- a) Experience of managing and supporting volunteers.
- b) Experience of working with young people (16-25 years old)
- c) Experience of developing new services
- d) Knowledge of health and social care systems and structures in Oxfordshire.