



Job Title: Engagement and Co-production Manager - Transformation

Reporting to: Deputy Director, Healthwatch Hackney

Other key relationships:

- Executive Director Healthwatch Hackney (Co-chair of Integrated Commissioning Communications & Engagement Enabler Group)
- Patient and Public Involvement lead lay member, City and Hackney Clinical Commissioning Group (CCG)
- Director, Integrated Commissioning Programme
- Communications Manager, City and Hackney CCG (lead for Integrated Commissioning communications)

Location: Healthwatch Hackney offices (3 days) with 1 day at CCG and 1 day at Hackney Council - there will also be evening and weekend work

Term: Currently funded to 31 March 2020

Salary: up to £35,961

Hours: 35 Hours per week

Main Job Role:

This role will lead on engagement and co-production for the Integrated Commissioning (IC) programme in Hackney and City, and any future developments. The IC programme is integrating health, social care and public health locally with the aim of improving residents' health and wellbeing.

The role is responsible for involving Hackney and City residents in IC and ensuring their voices have impact on the reshaping of services. The role will support and develop public representatives and patient experts involved in IC including as an umbrella support group. A key responsibility is supporting and enabling implementation of a local policy for the co-production of health and social care services.

Hosted by Healthwatch Hackney, the manager will work closely with members of the public, the Integrated Commissioning team, and engagement leads from partner organisations involved. The role may require work with the East London Health and Care Partnership (the Sustainability and Transformation Plan for North East London - NEL)

Healthwatch Hackney is an independent patient and service user voice; it is therefore crucial that the post holder maintain Healthwatch Hackney's

reputation of independence, so it is viewed as a trusted voice for Hackney residents.

Main Duties:

Engagement / co-production

- Lead on embedding engagement and co-production across the IC programme.
- Continue to develop local policies relevant to the co-production of health and social care services in line with the Co-production Charter for Health and Social Care: Hackney and City.
- Develop tools and processes to support the implementation of engagement and co-production of local services
- Develop with partners, the IC engagement strategy and workplan, and support its delivery
- Recruit public and patient experts to local decision-making boards and groups for transformation of health and social care. Ensure diversity of those involved.
- Manage and support public and patient representatives, ensuring they are given development and learning opportunities, so they can contribute as equal partners and decision-makers.
- Coordinate the activity of public and patient experts including bringing them together as the Patient User Experience Group which will operate as a patient-led, wider network that can be engaged on specific issues.
- Offer support and advice to IC projects and groups on the set-up and delivery of engagement and co-production activities such as consultation or events.
- Coordinate the IC Communications & Engagement Group, in partnership with the communications lead. Ensure the group includes representation from across all Hackney and City partners.

Other

- Liaise with other relevant integrated care, and health and social care projects locally and nationally so the IC programme has an overview of their activities and approach to engagement/co-production.
- Build relationships with senior leaders and engagement/communications leads from IC partner organisations.
- Any other duties as may be reasonably required to ensure the effective operation of IC and Healthwatch Hackney.

Person Specification

Requirements

Essential qualifications

- Educated to degree level, equivalent qualification or demonstrable work experience

Experience, knowledge and skills

Essential

- Proven experience of delivering strategic engagement, public and patient involvement, and/or co-production for a large organisation, preferably within the public sector or charity/Third sector
- Proven experience of providing advice to senior officers on both strategic and operational engagement, public and patient involvement (PPI), and/or co-production in a corporate environment.
- Proven experience of working with partners at different organisations to deliver joined-up engagement activities across different channels and using a range of tools and techniques including face-to-face and online
- Proven experience of developing and delivering effective public engagement events.
- Proven experience using a variety of platforms to engage with the public.
- Proven experience of navigating complex stakeholder dynamics, and establishing effective working relationships with key individuals in the public and different organisations
- Proven experience of engaging effectively with hard to reach and diverse audiences.
- Proven experience of making complex information and processes engaging and easy to understand for a range of audiences.
- A general understanding of health, social care and public health services, and the associated organisations/stakeholders involved, organisational/political pressures and national narrative.
- Operational knowledge of Microsoft Office suite (e.g. Word, Excel, PowerPoint, Outlook) and relational databases in order to produce, manipulate and present information to diverse audiences

Personal Qualities

Essential

- Excellent written, oral and presentation skills, with the ability to engage with different audiences.
- Adaptive and creative problem solver, able to innovate within challenging and changing landscape
- Able to manage, develop and motivate others including colleagues in partner organisations, contractors and volunteers.
- Effective time-management and resilience skills with the ability to manage multiple projects, conflicting priorities and to deliver to deadline

- Able to be self-managed, to work flexibly across organisational boundaries and as part of a range of virtual teams
- Comfortable presenting ideas and proposals to senior leaders in formal setting, and ability to negotiate and challenge where necessary to achieve desired outcome
- Able to manage complex stakeholder relationships to achieve consensus and action
- Able to balance detail and the bigger picture
- Able to lead effectively during times of organisational and cross-organisational change.

Other requirements

Essential

- Due to the nature of the role, flexible working, attending evening events and out-of-hours monitoring/responses may be required.
- Willingness to taken training required to achieve the roles objectives.