

## **Engagement Coordinator – Job description**

**Salary:** £28,000 per annum pro rata

**Hours:** 2 days (14 hours) per week, flexible working considered

**Reporting to:** Managing Director (Chair in the interim)

**Staff reporting:** none currently

**Based:** Portsoken Health and Community Centre, 14 -16 Little Somerset Street, off Mansell Street, London E1 8AH

### **Overall purpose**

- Using a range of outreach techniques, build and maintain relationships with the local community, people using services and relevant organisations
- Feedback the work of Healthwatch City of London and the views of local people to health and care service providers
- Identify opportunities for local people to consult and engage on local changes to health and care services and developments and proposals that may impact on health
- Develop and maintain networks with local and, where relevant, national partners to ensure the voice of City of London residents and workers is heard.

### **KEY RESPONSIBILITIES:**

1. Work as a member of a small team responsible for delivering Healthwatch engagement projects and programmes as agreed with the board and managing director
2. Working with the board, managing director and other local engagement co-ordinators to identify and engage with prospective Healthwatch participants, communicating the aims and benefits of becoming actively involved
3. On a local level, develop and maintain positive working relationships with a wide range of stakeholders including, for example, patients, health and social care providers and commissioners and voluntary organisations
4. Write public reports on Healthwatch CoL projects and provide recommendations to the people responsible for commissioning, providing, managing and inspecting services, to enable service improvement and achieve outcomes
5. Keep up to date with changes to health and care services and communicate these changes to the local community

6. Coordinate the development of a range of creative and effective mechanisms for community engagement to help people influence their local health and social care services
7. Support Healthwatch representatives on key strategic and decision-making groups and committees, where appropriate
8. As appropriate, support the presentation of analysis of evidence-based community concerns and priorities for key decision-makers including providers, commissioners, the Health and Wellbeing board, the Care Quality Commission and scrutiny committees
9. As agreed with the Board and Managing Director, ensure Healthwatch is viewed as a credible voice in the health and social care landscape, for example with local authority officers, clinical commissioning groups, Health & Wellbeing boards and local scrutiny committees.
10. Take part in supervision and take up opportunities to learn within the team, organisation and externally
11. The post holder may be expected to represent the board at meetings where local engagement is a key requirement e.g. CCG Governing Body
12. Ensure the website is kept up to date including posting new content as and when required (Drupal experience is desirable but not essential as training will be provided);
13. Engage with the organisation's stakeholders, members and the public, using social media platforms including Facebook and Twitter.
14. Since job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities

The post-holder is expected to observe and comply with all HWCoL policies and regulations, for example the Code of Conduct, Health and Safety, Data Protection, and Equality and Diversity

## Person specification

### Essential

- Experience of managing day-to-day engagement and involvement of service users and the public
- Experience of engaging with stakeholders at all levels internally and externally
- Experience of working with and engaging volunteers
- Excellent verbal communication skills, good presentation, report writing skills. Social media skills are essential
- Degree level education desirable but not essential. Relevant experience is taken into consideration
- Strong interpersonal skills and the ability to work with a diverse range of people
- Experience of working to tight deadlines
- Willing and able to work evenings (these are few in number, usually board meetings)
- Strong numeracy and literacy skills
- ICT literate especially in the use of Microsoft Office applications including reviewing and editing documents from various external parties
- Confident in managing and responding to the organisation's email accounts
- Knowledge of health and or social care systems would be desirable
- Demonstrate an understanding and commitment to the values of Healthwatch City of London

### Desirable

- Ability to maintain a website (training can be given)

### Note on changes

HWCoL reserves the right to alter and amend the content of this job description to reflect changes and the evolving nature of the role, without altering the general character or level of responsibility. These are the key tasks as currently defined. They are **not** listed in priority order and post holders should not place emphasis on the location of the task within the job description. Any amendments will be undertaken in consultation with the post holder.

## Background Information

**Vision:** That health and social care services are created **with** the people of the City of London so that they meet their needs

**Our Mission:** is to create an independent and trusted body that is known for its impartiality and integrity and that acts in the best interests of those who live and work in the city.

## Key Principles

- **City Focused:** relentlessly championing our voice, the voice of the user and would be user, in the health and social care system. We will work 'with' people, no do 'to' people. We will uphold the Healthwatch vision in championing the rights of the consumer. Finding ways to be inclusive throughout our diverse population.
- **Accountable** to our community; we will be honest and transparent in all we do, make our meetings open to the public and actively involve residents and users of services in our work and performance.
- **Connected:** signpost people to information to help them make choices about health and social care; with access to established networks to gather comprehensive patient views.
- **Networked:** to develop strong links with the relevant groups and organisations primarily in City and Hackney but also wider, reflecting the City of London's close connections with neighbouring boroughs. Identify how we can make best use of the wealth of intelligence already available about the user voice in relation to health and social care services. To work with partners openly, constructively and inclusively to support our shared purpose of improving health and social care services the City.
- **Value added:** to be outcome-focused in our work and operate as efficiently as possible with the resources available. This means we will complement, rather than duplicate, existing structures, working strategically to become a "network of networks".
- **Evidence based:** use local and national evidence to underpin our priorities listening to those our local communities to target our efforts.

## HWCoL Strategic Priorities

Our strategic aims are shaped by three key drivers:

- Developing a robust, independent and respected organisation
- Delivering our statutory core functions
- Reflecting the priorities of City residents and workers and major stakeholders

We have 3 high level strategic aims:

- **Strategic aim 1 - Governance:** maintain a robust, trusted and respected organisation and to ensure Healthwatch City of London meet its objectives in an open and transparent manner.
- **Strategic aim 2– Listening and signposting:** Understanding the needs of the people of the City, supporting them with opportunities to voice their views and providing them with information
- **Strategic aim 3 – Influencing:** supporting and influencing those who have the power to change, design and deliver services so they better meet patients' and service users' needs and rights

**Board of Directors, May 2019**