

Job title	NHS Community Voice Manager
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Salary:	Up to £32,157.00 (SCP 32) pa (depending on experience)
Hours:	5 days a week (35 hours)
Place of work:	Based at Healthwatch Hackney Office, The Adiaha Antigha Centre, 24-30 Dalston Lane, London, E8 3AZ
Holidays:	28 days per annum
Employing body:	Healthwatch Hackney CIC
Line managed by:	Deputy Director (Operations)
Length of contract:	Rolling annual contract (currently running to April 2020)

Purpose of the NHS Community Voice project

Healthwatch Hackney is commissioned by the City & Hackney Clinical Commissioning Group (CCG) to:

- Hold regular NHS Community Voice meetings in City and Hackney to help local people be more informed about local services and health and care and influence their development with a funder focus on local integrated commissioned services
- Support NHS Community Voice involvement in the different stages of the commissioning cycle (planning, procuring, evaluating)
- Help widen and supplement City and Hackney Clinical Commissioning Group's engagement and involvement structure
- Encourage patient participation and contribute towards implementing real positive change

Job purpose

The objectives for this post are to:

- Work with local community organisations and the voluntary sector in order to make NHS Community Voice as inclusive as possible, in particular reaching out to the groups not traditionally involved or seldom heard.
- Increase people's understanding of what local and care services do.
- Develop and maintain a NHS Community Voice steering group of local people to provide leadership to the project and inform issues the project should review.
- Help facilitate access to information including relevant newsletters, consultations, the CCG website and other relevant websites as well as other documents as necessary.
- Collect information and feedback and share findings with the CCG, Hackney Council and the City of London Corporation (conducting surveys, questionnaires and taking part in consultations)
- Work with the CCG's Patient and Public Involvement Team and the Patient and Public Involvement Sub Committee
- Promote initiatives such as Integrated Commissioning, social prescribing, etc. in order to promote patient control and empowerment (whilst maintaining a critical position on such initiatives to ensure they are patient-centred)
- Build a network of volunteers for the NHS Community Voice Steering Group
- Contribute content to Healthwatch Hackney's and Healthwatch City of London newsletters and website

Key tasks

1. To maintain a high level of awareness of the public policy environment affecting GP patient services nationally, regionally and within the area of City and Hackney;
2. To support patients to engage in and shape areas of public policy with particular reference to GP patient services at a local level;
3. To increase membership and widen participation through promotion, outreach and use of technology particularly where there is under-representation;
4. To carry out monitoring of activities to meet contractual reporting requirements in co-operation with the Healthwatch Hackney Deputy Director and the commissioner of this project.
5. To maintain database of participants in NHS Community events.

6. In close co-operation with the Healthwatch Hackney Deputy Director (and Healthwatch team) administer NHS Community Voice meetings, including mailings, arranging speakers, convening, minuting, publicising and delivering support arrangements;
7. Ensure NHS Community Voice activities are inclusive and broadly representative of the population in terms of ethnicity, faith, gender, disability and sexuality.
8. Attend team and staff meetings, and other meetings as required;
9. Undertake any other duties within the competence of the post holder under the direction of the Healthwatch Deputy Hackney Director as may be required from time to time for the smooth running of the project;

Person specification

Experience

The post holder needs to have experience of:

- Working directly with under-represented groups to increase their participation and involvement.
- Servicing meetings or membership organisations and an understanding of meeting procedures
- Dealing with challenges in meetings and reconciling competing agendas
- Holding services to account and ensuring feedback is actioned. Tenacity and attention to detail are essential qualities
- Partnership working with the ability to relate to and engage with a wide range of statutory and voluntary agencies, building and maintaining good working relationships and networks at all levels
- Managing projects

It is desirable that the post holder has experience of

- developing and managing volunteers

Knowledge

The post holder needs to have knowledge of:

- The issues involved in working in a diverse community and with people with different access needs
- Health service structures and challenges

- Voluntary and community sector structures and challenges
- Current policy and strategy in relation to health and wellbeing, service co-design and delivery.
- Equal opportunities
- All aspects of project design and delivery.

It is desirable that the post holder has knowledge of

- Working within the health field
- A community language
- Hackney

Essential skills

- Excellent communication skills, including the ability to write accurately and develop materials, reports and publicity in plain English for a variety of audiences
- Ability to organise events.
- Ability to plan, prioritise and manage own workload.
- Ability to motivate others.
- Negotiation and mediation skills.
- IT literate with good working knowledge of all Microsoft packages
- Excellent listening and communication, presentation and reporting skills at all levels
- Proven people management skills with experience of team building
- Enthusiasm and the ability to provide leadership
- Managing administration systems
- Ability to monitor, evaluate and track outcomes
- Excellent numeracy and literacy skills.
- Excellent verbal and communication skills.
- Ability to work effectively within a team.

Other requirements

The job requires you to work occasional evening or weekends – time in lieu will be given.

You must be able to:

- Work on own initiative and to deadlines.
- Actively promote the principles of equal opportunities, celebrate diversity and challenge discriminatory practice.
- Participate in your own reviews and appraisal.
- Take part in training and personal development and participate in Healthwatch Hackney team meetings, staff development, away days and reviews
- Legally work in the UK

It is the nature of the work of Healthwatch Hackney that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks not specifically covered in the job description are undertaken. These additional duties will normally be compatible with the skills and responsibility of the existing work.