healthwatch

**Volunteers and Projects Officer**

**Salary:** £19,385 per annum pro rata

**Hours:** 2 days per week; hybrid working considered

**Reporting to:** General Manager

**Staff reporting:** None

**Office:** Portsoken Community Centre,20 Little Somerset Street, London E1 8AH

**PURPOSE OF THE ROLE**:

Provide Volunteer and Projects support to Healthwatch City of London (HWCoL) by:

* Working with the HWCoL Board of Trustees, General Manager, stakeholders’ and partners to develop and deliver the organisation’s volunteer and projects objectives.
* Ensuring that HWCoL’s contract with the City of London Corporation is delivered to the highest quality, meeting the needs of the residents and workers in the City of London.
* Developing a strong well networked and independent organisation that gives a voice to the people in the City.
* Securing additional funding for projects to support and deliver the organisation’s objectives.

**CONTEXT**

In April 2013 a Healthwatch was set up in every county and borough in England and Wales as part of the Health and Social Care Act with a co-ordinating national body – Healthwatch England. Healthwatch City of London, the hiring organisation, was set up as a Charitable Incorporated Organisation in 2019.

Core funding is from the City of London, but the organisation will seek to diversify where possible and increase income from other sources.

The Volunteers and Projects Officer is responsible for the overall delivery of the organisation’s volunteer and projects objectives, working closely with the General Manager to develop the volunteer strategy.

In conjunction with the General Manager the postholder is responsible for managing all key stakeholder relationships, charity partner relationships and volunteer engagement.

**RESPONSIBILITIES, DUTIES AND TASKS**

**Leadership**

* Attend board meetings and participate in the development and delivery of the organisation’s strategic direction and objectives.
* Where required, represent HWCoL at key strategic meetings – these may include, City and Hackney Integrated Commissioning boards, NEL Integrated Care Board, City of London Health and Wellbeing Board and the oversight and Scrutiny Committee, and the City and Hackney Public Health team.
* Provide the Board with information, reports, advice and user feedback to enable it to maintain strategic oversight.
* Work with the Board, members and partners to evaluate the effectiveness of HWCoL. This will include commissioning independent evaluations and preparing monitoring and annual reports for funders and other stakeholders.
* Develop robust networks and identify opportunities for HWCoL to provide influence and leadership both locally and further afield.

**Relationship Management**

* Build on existing close and constructive working relationships across the City of London. Key partners include the Corporation of London, London Borough of Hackney, the City and Hackney ICP, the relevant Health and Wellbeing boards, The North East London Integrated Care Partnership and local providers of health and social care as well across the corporate community building up a ‘network of networks’
* Build and maintain a working relationship with neighbouring Healthwatch organisations, especially those in Hackney, Camden, Islington and Tower Hamlets. Understand that City residents use primary and secondary care facilities across all these boroughs and that HW CoL needs to work closely with its neighbouring Healthwatch to ensure that the City voice is heard;

* Build and maintain positive relationships across all stakeholder groups regardless of the need to challenge or negotiate with them.
* Build and maintain excellent relationships with local charities and voluntary groups working collaboratively to increase capacity and impact.
* Ensure HWCoL maintain a good reputation through effective volunteer management and project delivery.
* Deliver the volunteers and projects plan in collaboration with the General Manager.

**Operational delivery**

* Ensure that HWCoL is compliant with all aspects of the law relating to Data Protection Act 2018, including GDPR
* Ensure that HWCoL is compliant with all aspects of law relating to volunteers, including health and safety, training and DBS compliance.

**Volunteer management:**

* Undertake an annual review of volunteer strategy, recommending changes and amendments accordingly.
* Responsibility for volunteer recruitment, selection and onboarding of volunteers
* Management of volunteer time and project allocation.
* Management and reporting of the Tempo time credits.
* Ensure City voice is represented with creation of community representatives’ team to include a Young Healthwatch, Carers Rep, Community Services rep,
* Support the recruitment of volunteers by acting as first point of contact for people interested in volunteering and maintaining records of enquiries.
* Respond to volunteering enquiries by sending out volunteer recruitment packs.
* Forward completed application forms to the volunteer committee members.
* Support the volunteer committee with short listing volunteers for interview. Take notes during meetings, retaining these with volunteer applications and filing them appropriately.
* Set up interviews for volunteers.
* Organise support for applicants with sensory and/or Physical disabilities to enable them to attend interviews.
* Provide newly appointed volunteers, with an induction pack, arranging training as directed.
* Assist the General Manager in Disclosure and Barring checks (DBS) applications.
* Maintain the volunteers’ data base.
* Maintain the volunteer records and project folders.
* Schedule and manage volunteer team meetings.

**Project management**

* Ensure projects delivered meet with HWCoL objectives, enhance HWCoL’s reputation and values.
* Ensure projects delivered raises the voice of the residents, workers and students of the City of London.
* Ensure representation of HWCoL in NEL wide projects
* Secure funding for additional projects, including bid writing and funding applications.
* In conjunction with HWE participate in national campaigns ensuring they are relevant to the City.
* In conjunction with NEL Healthwatch participate in local campaigns and projects ensuring that they are relevant to the needs of City residents.
* Creation and management of project plan and timelines for delivery
* Production of output reports and recommendations following completion of projects, and appropriate follow-up of recommendations.
* Budget management of project funding, including resource allocation

**Signposting**

* Support handling of telephone calls, emails and drop-ins related to people’s experiences, signposting and giving information, respecting and maintaining confidentiality.
* Support the recording and analysis of issues reported to Healthwatch City of London.
* Assist with records management and record management system.

**General duties:**

* Support the communications and engagement officer in Board administrative duties including production of Board meeting minutes.
* To maintain personal and professional development to meet the changing demands of the job, participating in appropriate training activities.
* To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job role.
* To undertake health and safety duties commensurate with the post and as detailed in the HWCOL Health and Safety Policy.

**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 on consultation with the postholder.

**PERSON SPECIFICATION**

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| **Attributes** | **Essential** | **Desirable** |
| Education and  training | * Degree level or equivalent experience | * Experience in a health, social care or community development discipline. |
| Experience | * Management experience in a health/social care or charity sector * Volunteer management to include recruitment, onboarding, supervision and appraisal of volunteers. * Safeguarding and safety of volunteers and the roles they undertake * Experience of project management, including developing project plans and monitoring of projects * Negotiating and influencing with volunteer groups and project teams * Leading teams to deliver outcomes in a complex and evolving environment. * Partnership working and stakeholder management. * Experience on developing funding applications and identification of funding opportunities. * Experience of volunteer training and development * Experience of volunteer reward and recognition | * Prince 2 or equivalent qualification * Management of DBS checking * Knowledge of the Tempo Time Credits scheme |
| Skills | * Excellent presentation skills * High ICT literacy especially MS Office * Interpersonal skills to develop a co-operative and supportive relationship with the Chair and other Trustees of HWCoL * Previous people management skills | * Management of diverse groups of volunteers |
| Communication Skills | * Confident speaking with and engaging with members of the public * Well-developed networking ability * Ability to communicate effectively with a diverse range of people and organisations |  |
| Knowledge | * Knowledge of the context and operating environment of HWCoL * Knowledge of regulations pertaining to management of volunteers in the charity sector * Knowledge of Health and Safety regulations * An understanding of third sector funding and application for funding. * Understanding of the requirements pertaining to Data protection and Information Governance | * Demonstration of a commitment to ongoing learning and development * An understanding of the City and its local communities * An understanding of Healthwatch and/or patient and public involvement programmes |
| Additional  qualities | * Ability to work effectively in a multiagency setting. * Ability to think, plan and act strategically. * Commitment to equality and diversity |  |