

Job Description

Job Title:	Community Engagement Officer
Reports to:	Area Manager
Hours of Work:	28 per week / Part-time
Salary:	£22,000 p/a pro rata
Location:	home working – some meetings at base in Nailsea, North Somerset
Annual leave:	25 days per annum pro rata, and pro rata public holidays

(Although set hours can be agreed, these will be flexible to meet the needs of the organisation and/or the employee and may include occasional weekend or evenings).

Job Purpose

- To work to ensure effective engagement with public stakeholders.
- To work alongside colleagues, fulfilling contract obligations with the local authority and legal functions of Healthwatch set out in the Health and Social Care Act 2012

Principal Tasks

Reach out to marginalised groups and individuals in Bristol to ensure that local Healthwatch (LHW) engages with all parts of the community.

Deliver creative methods of engagement such as surveys, focus groups and events both online and face-to-face. Champion the voices of those who go unheard; capture service-user experiences, the opinions of families, carers, and the public. Help shape a picture of gaps in health and social care services in Bristol.

Job description

Engagement

Research and establish contacts with diverse communities, charities, and voluntary sector organisations. Promote user involvement and co-production in the planning, delivery, and evaluation of local services.

Coproduce project work with residents and listen to their views & experiences of health and social care. This will include Enter and View work. Contribute to collating research and producing written reports, which reflect residents' views and feedback and provide evidence-based recommendations to services and commissioners.

Develop and deliver activities online (via SurveyMonkey), virtually (using MS Teams or Zoom) and face-to-face. Provide presentations and undertake management and admin of outreach events.

Work closely with LHW communications staff to identify opportunities to raise the Healthwatch Bristol profile and help to communicate how we make an impact. Use social media to engage with the public and via website content. Build knowledge that helps the team segment and tailor culturally appropriate messages to communities.

Develop and maintain relationships with stakeholder and partner organisations. Get to know staff in local authority and health and social care provider services. Represent Healthwatch Bristol in stakeholder meetings.

Use email, mobile phone, and social media to respond to residents that make contact for Advice and Information, Signposting or via 'Share Your views.'

Support and supervise Bristol volunteers who may work on your projects and contribute to community engagement work.

Contribute to Bristol and Healthwatch Bristol, North Somerset and South Gloucestershire (Healthwatch BNSSG) events and activities as required, such as the Annual General Meeting and public meetings.

Develop a sound knowledge of health and social care (including complaints systems) to enable Healthwatch Bristol to provide relevant information to the public.

Administration

Undertake administrative duties in relation to record keeping, database (CiviCRM) and general office administration. Respond

to general enquiries from the public and/or organisational representatives via email or other means.

Other duties

Record feedback from the public on issues of health and social care.

Work as a member of the team, take part in supervision, appraisal, team meetings, training and other staff events as required. Work

in accordance with our policies including those on areas such as code of conduct, data privacy, communications, inclusion, safeguarding and others.

There may be an occasional requirement to work outside normal working hours e.g., an evening or weekend. Equivalent time off is given in lieu of any evening or weekend work as authorised.

Undertake any other reasonable duties as required.

Safeguarding Responsibilities

The contract of employment is subject to your completion of a satisfactory standard disclosure from the Disclosure and Barring Service.

You will be required to undertake Adult and Child Safeguarding training Level 1 and Equality Diversity and Inclusion training.

GDPR (General Data Protection Regulation) Responsibilities:

You will comply with all relevant data protection legislation and any Healthwatch Bristol, North Somerset and South Gloucestershire policies regarding confidentiality and data protection when processing personal data in the course of your work.

The induction will be followed by a probation period of three months.

Job Specification

Background

Healthwatch Bristol is part of a national network, led by Healthwatch England, which aims to strengthen and assess the public and patient voice, not just as a commentary on services but as a source of genuine co-production. Since the beginning of the Covid-19 pandemic, Healthwatch BNSSG adapted and continued engaging with residents and patients, helped local services, disseminated accurate information, and signposted residents to relevant support. Engagement has been carried out using social media, online surveys, virtual webinars or focus groups. We continue to work flexibly and to review our processes to reach people experiencing disproportionate health and social care inequalities.

This is an exciting opportunity to join our friendly, committed Healthwatch Bristol team as we focus our resources on amplifying the voices of people in Bristol. The post holder will have a community engagement background and be experienced in gaining the trust and the involvement of our 'least heard' communities. You will undertake community research, outreach and engagement activities involving residents. The post holder will be motivated to deliver real improvements in health and care services for the people of Bristol.

You will enjoy being part of a wider team across Healthwatch Bristol, North Somerset, and South Gloucestershire region (HW BNSSG) which liaises with system leaders and professionals to influence how services work for local people.

	Essential	Desirable
Education and skills		
Education attainments in Maths and English at C or above in GCSE/ A level in English	X GCSE	X A level
Experience of engaging with individuals and communities.	X	
Skills with facilitating groups.	X	
Excellent written and oral communication skills, knowledge of communicating using virtual platforms, social media, Websites and Online surveys	X	
IT skills & awareness linked to Microsoft 365 and Outlook.	X	
Demonstrate the ability to effectively work with people from a range of ethnic, cultural, social, gender, age, religious backgrounds.	X	
Experience		
Knowledge of public and patient initiatives including co-production.	X	
Confident at addressing groups, presenting information, and building trust to elicit engagement.	X	
Organised with excellent time management skills.	X	
Knowledge and understanding of health and social care issues.		X
Commitment to support organisation's values and mission	X	
Willingness to work flexible hours.		X

We have introduced values into our recruitment process to ensure that we do not just recruit people for their skills and competence but also look at how applicant values connect with our organisation's set of values. We therefore score job applications against the criteria given in the person specification and your statement.

Our organisational values are:

INDEPENDANCE	INTEGRITY
INCLUSIVITY	COMMITTED TO THE NOLAN PRINCIPLES (of public life)
TRANSPARENCY	NON-JUDGEMENTAL
IN COPRODUCTION	CONTINUALLY IMPROVING