

Job Description

Job title: South Gloucestershire Area Lead

Hours: Full-time – 37 hours (occasional evening and weekend work may be required)

Annual Leave: 25 days per annum and public holidays

Salary: £25,000 per annum

Location: Home-based

Reporting to: Area Manager

Organisational values:

<ul style="list-style-type: none">• Independence	<ul style="list-style-type: none">• Commitment to the Nolan Principles
<ul style="list-style-type: none">• Inclusivity	<ul style="list-style-type: none">• Integrity
<ul style="list-style-type: none">• Transparency	<ul style="list-style-type: none">• Non-judgemental
<ul style="list-style-type: none">• Co-production	<ul style="list-style-type: none">• Continual improvement

Job purpose:

Oversight of the Healthwatch contract in South Gloucestershire, delivering against the service specification and key performance indicators. Influencing decision making and improving health and social care delivery; inspiring volunteers and local people to effect positive change.

Job summary:

Develop and lead Healthwatch activities in South Gloucestershire in partnership with volunteers, and in line with local annual organisational priorities.

The post-holder will have autonomy in their Healthwatch area. They will be a problem-solving, solution-focused self-starter. They will be responsible for small cohorts of volunteers and will co-ordinate multiple projects that reflect annual organisational priorities. They will work with software programmes when analysing data including NVivo and SMART survey to ensure parity.

The post-holder will work closely with his/her peers, to lead the operation of Healthwatch in South Gloucestershire. They will work jointly with partner agencies, manage a range of relationships and co-operate closely with leads in other areas, CQC partners and other local Healthwatch.

Job Role

- Co-ordinate quarterly Prioritisation Panel meetings to inform 3 monthly and annual workplans
- Devise, implement and assess annual workplans
- Enable effective Healthwatch engagement activities and work in partnership to deliver them
- Support volunteers to carry out their roles
- Use IT systems to engage with the public and feedback in the most efficient manner and develop virtual engagement opportunities
- Use co-production in the development, deliver and evaluation of Healthwatch projects and activities
- Seek innovative ways to support local people to express their views and share their experiences including the development of diverse methods of dialogue (including use of video) with South Gloucestershire residents
- Manage and co-produce research projects, surveys and evaluations and end of project reports
- Deliver day to day work – co-ordinating consultations and monitoring health and social care delivery and planning, collating intelligence from the public
- Build excellent relationships with key stakeholders
- Support Enter and View team
- Enter and collate data from CRM database and produce reports for stakeholders
- Attend relevant meetings and forums
- Work in line with quality assurance processes, environmental management system and organisational policies and procedures
- Implement the Healthwatch environmental management system – set up virtual meetings wherever possible
- Ensure projects and engagement activity is effectively managed, executed, recorded and reported
- Contribute effectively to peer group supervision with 3 Healthwatch Leads
- Provide content to Communications Lead for website and social media to support projects, promote initiatives and local area development
- Maintain petty cash and financial processes
- Co-ordinate statutory functions including Enter and View visits, information requests, and escalations to Healthwatch England and the Care Quality Commission
- Devise and input content to South Gloucestershire Healthwatch website

Other duties

1. Maintain personal and professional competency and appropriate development
2. Seek and record intelligence from the public on issues of health and social care
3. To work as a member of the team, to take part in supervision, appraisal, team meetings, training and other staff events as required
4. To work in accordance with Healthwatch policies
5. Attend meetings and events, representing Healthwatch, as required
6. Work collaboratively with other local Healthwatch organisations
7. Be aware of current trends in social care and health policy and service provision that may have an impact across the patch
8. Promote equality and diversity in all aspects of work and challenge discrimination
9. Maintain the security and confidentiality of data and information handled by Healthwatch
10. Undertake any reasonable tasks, responsibilities and activities as required in order to ensure the smooth running of Healthwatch

**South Gloucestershire Lead
Person Specification**

	Essential	Desirable
1. Skills and abilities	<p>Strong interpersonal skills and ability to build and sustain strong working relationships with a diverse range of people</p> <p>Ability to lead and inspire cohorts of volunteers to effectively carry out their roles and develop personally</p> <p>Excellent time management and organisational skills and a 'can do' attitude</p> <p>Excellent communication and listening skills</p> <p>High standard of computer literacy (knowledge of Office 365, experience of using social media and database management)</p> <p>Experience of project management</p> <p>High level communication skills, both written and verbal</p> <p>Self-motivated, resilient, with initiative and willingness to be flexible and creative</p> <p>Organised with ability to be self-managing and able to meet deadlines</p>	<p>Understanding of confidentiality and data protection / GDPR</p> <p>Coaching skills</p>
2. Knowledge and experience	<p>Educated to degree level, or equivalent work/life experience</p> <p>Understanding of qualitative and quantitative research methods</p> <p>Knowledge of best practice in health and social care</p> <p>Engagement with individuals/families/groups and/or communities</p> <p>Delivery of training sessions and/or group facilitation</p> <p>Experience of high-quality report writing</p>	<p>Experience of using social media in a business context</p> <p>Awareness of key local health and social care issues</p> <p>Understanding of national health and social care policy and best practice</p> <p>Experience of networking and working in partnership with users of health and social care services and the organisations and groups that represent them</p> <p>Experience of working as a volunteer</p>

<p>3. Personal qualities</p>	<p>Hold personal values that are congruent with those of the organisation</p> <p>Ability to work in an empathetic and supportive way with people that inspires and motivates people</p> <p>Enthusiasm for working for a small but influential organisation</p> <p>Belief and commitment to improve experiences of health and social care</p> <p>Flexible, adaptable and open-minded</p> <p>Ability to deal with difficult situations in a calm manner and provide a friendly and objective service whilst maintaining appropriate boundaries</p> <p>Flexibility to work occasionally outside of normal hours</p> <p>Commitment to continuing personal development of self and volunteers</p> <p>Commitment to equality and diversity and to providing accessible communications and opportunities to engage</p> <p>Self-organiser</p> <p><i>A DBS check is an essential requirement for this role.</i></p>	
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The post-holder will be a car owner with a current driving licence and willing to undertake travel across Bristol, South Gloucestershire and North Somerset.