

Job Description

Job title: South Gloucestershire Area Lead

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

Annual Leave: 33 days per annum including eight public holidays

Salary: £26,393.75 per annum

Location: Remote, but with proximity for regular community engagement

Reporting to: Area Manager

Organisational values:

• Independence	• Commitment to the Nolan Principles
• Inclusivity	• Integrity
• Transparency	• Non-judgemental
• Co-production	• Continual improvement

Job purpose:

Delivering the work outlined in the Healthwatch contract in South Gloucestershire (HWSG) so that community voices influence decision making and improve health and social care delivery. Work with our volunteers, partners in local services and local people to effect positive change.

Job summary:

You will develop and lead Healthwatch activities in South Gloucestershire in strategic alignment with local systems and the HWSG workplan priorities.

You will be a problem-solving, purposeful initiative-taker. You will co-ordinate projects and use coproduction to ensure that engagement projects empower communities and involve people with lived experience. You will work with qualitative and quantitative data using online platforms such as Smart Survey and Survey Monkey.

The post-holder will be part of a wider team who provide expertise in engagement, particularly listening to the views of those with protected characteristics, and who experience poorer health and social care outcomes. Our remit is to be a conduit for voices from those who experience health inequalities. By delivering this consistency across our two other local Healthwatch, in Bristol and North Somerset, we aim not just to influence commissioning locally, but also at a system level.

You will enjoy networking with partner agencies, managing a range of relationships, co-operating and collating rich data to support improvement, such as with NHS England/Improvement in the Southwest, nationally with Healthwatch England our umbrella body and with regulators such as the Care Quality Commission.

Job Role

- Co-ordinate quarterly Prioritisation Panel meetings to inform quarterly and annual workplans
- Devise, implement and deliver an annual workplan
- Produce research project reports, use surveys, make evaluations and work with the Area Manager to develop SMART recommendations
- Enable effective Healthwatch engagement activities and work in partnership to deliver them
- Work with the Voluntary and Community sector to provide a mechanism for collecting and understanding experiences of health and social care
- Use co-production in the development, delivery and evaluation of projects and activities
- Seek innovative ways for people to express their views including the development of inclusive methods of dialogue with residents
- Deliver day to day work monitoring health and social care, and collate this intelligence from the public using a CRM database
- Carry a work phone and provide information and signposting to the public during core hours and ensure this is effectively managed, and executed
- Enter and collate data in our CRM database
- Build excellent relationships with key stakeholders
- Support Enter and View team (when this work resumes)
- Support HWSG volunteers to conduct their roles
- Attend relevant meetings and forums
- Work in line with quality assurance processes, organisational policies, mandatory training, and safeguarding procedure
- Consult effectively with the Healthwatch Communications Officer to promote initiatives, developments, and outcomes

- Support Patient Participation Groups
- Contribute effectively to supervision

Other duties

1. Promote equality and diversity in all aspects of work and challenge discrimination.
2. Maintain the security and confidentiality of data and information managed by Healthwatch.
3. Use MS Office 365 software, use virtual meetings platforms & use online survey software.
4. Be aware of current trends in social care and health service provision that may have an impact across the patch.
5. Undertake any reasonable tasks, responsibilities and activities as required to ensure the smooth running of Healthwatch.

South Gloucestershire Lead, Person Specification

	Essential	Desirable
1. Skills and abilities	<p>Service evaluation or similar research skills</p> <p>Strong people skills and ability to build and sustain working relationships with a range of people</p> <p>Ability to lead volunteers to effectively conduct 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, Zoom and MS Teams, experience of using social media and database management)</p> <p>High level communication skills, both written and verbal</p>	<p>Understanding of confidentiality and data protection / GDPR</p> <p>Coaching skills</p> <p>Use of Equality Impact planning and Theory of Change</p>

	<p>Initiative-taking, resilient, with willingness to be flexible and creative</p> <p>Self-managing and able to meet deadlines</p> <p>Local area knowledge</p>	
2. Knowledge and experience	<p>Educated to degree level, or equivalent work/life experience</p> <p>Familiar with research methods</p> <p>Knowledge of best practice in health and social care</p> <p>Knowledge and experience of managing engagement, coproduction or Patient and Public Involvement with individuals/families/groups especially those vulnerable or disenfranchised</p> <p>Experience of report planning</p>	<p>Experience using social media in a business context</p> <p>Qualitative and quantitative research</p> <p>Awareness of local health and social care issues</p> <p>Understanding of national health and social care policy and best practice</p> <p>Local voluntary and community knowledge</p> <p>Experience as a volunteer</p> <p>Delivery of group facilitation</p> <p>Experience of report writing</p>
3. Personal qualities	<p>Hold personal values that are congruent with those of the organisation</p> <p>Commitment to equality and diversity and to providing accessible communications and opportunities to engage</p> <p>Ability to work in an empathetic and supportive way with people that inspires and motivates people</p> <p>Enthusiasm for working in a small team</p>	

	<p>Patience and commitment to play the long game to influence and bring about equity for service users</p> <p>Flexible, organised adaptable, and open-minded</p> <p>Ability to deal with demanding situations in a calm manner and provide a friendly and objective service whilst maintaining appropriate boundaries</p> <p>Work occasionally outside of normal hours</p> <p>Commitment to continuing personal development</p>	
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The post-holder(s) will be a car owner with a current driving licence or willing to undertake travel across South Gloucestershire and in the BNSSG area.

A Standard DBS check is an essential requirement for this role due to work in settings with vulnerable people during 'Enter and View.'