



BRISTOL, NORTH SOMERSET & SOUTH GLOUCESTERSHIRE

# Maternity & Neonatal Voices

Working in Partnership to improve maternity & neonatal services

## **Job title – Community Engagement & Projects Officer.**

**Location – Hybrid; Bristol, North Somerset, and South Gloucestershire (BNSSG) office BS1 3XD/ Local Community/ home working.**

**Term - 1 year fixed until March 2025 (with option for an extension to 2026).**

**Starting salary – £26,966.40 (pro rata).**

**Hours - 21 hours a week, 25 days of leave entitlement (pro-rata) plus public holidays**

**Responsible to – The MNVP Lead.**

### **Role summary**

To work with the MNVP Lead to embed an inclusive approach to understanding the needs of service users and deliver on workplan priorities.

Work in collaboration with the Integrated Care Systems and Local Maternity and Neonatal System (LMNS).

Engage with individuals, groups, and communities, particularly those whose voice may be less heard.

Use a range of engagement and coproduction methods to gather information and listen to feedback from communities.

Build a network of connections, including under-represented groups to ensure MNVP hears the voice of individuals across BNSSG.

Produce professional reports, provide verbal & written feedback, record, collate and share accurate information, effect equity & inclusion, and help to inform change.

### **Job description**

1. To engage with individuals, groups, and all communities, especially those that may be considered 'harder to reach' across BNSSG, gathering robust information about the needs and experiences of people using Maternal and Neonatal care services and share findings with relevant partners and service providers.
2. To ensure a community orientated and co-production approach is applied to consultation and project engagement.
3. To contribute to effective collaboration with partners and stakeholders in the voluntary, community and social enterprise sector.
4. To use a diverse range of engagement and consultation techniques, adapting these to ensure they are appropriate for specific audiences.

5. To provide written and verbal feedback to groups and meetings.
6. To produce professional, accurate and informative reports.
7. To use online systems for the recording of engagement.
8. To maintain and provide information as required in relation to how MNVP achieves and monitors its performance and outcomes for service-users.
9. To facilitate recruitment and support the involvement of new and existing MNVP members/volunteers in the workplan and MNVP activities.
10. To represent MNVP at partnership events, networks, and forums where appropriate.
11. To support individuals to obtain accurate information relating to Maternal and Neonatal care services, and to refer to support services where appropriate.

### General

To uphold MNVP purpose, values and principles of working.

Maintain policies and adhere to requirements relating to training and DBS confidentiality, safeguarding, information governance and data protection.

To use creative techniques to gather views from the communities MNVP support.

To collate appropriate performance and monitoring information to support the achievement of agreed targets and outcomes within project or surveys.

To support with content for MNVPs marketing and media work.

To undertake training and development deemed appropriate.

To undertake any such duties required by the MNVP Lead.

The Healthwatch BNSSG Board of Trustees oversee Health & Safety, HR, and Financial governance whilst supporting the MNVP contract.

### Person specification.

Qualifications and Knowledge	Essential	Desirable	Application/Interview
A sound, basic level of education and a commitment to relevant development	✓		A
Relevant qualification to level 3 standard (e.g., Health & Social Care) or equivalent experience	✓		A
Knowledge and understanding of Equality & Diversity	✓		A & I
Understanding of how to engage with a diverse range of individuals and communities	✓		A & I

Understanding of health inequalities and the challenges faced by minority groups	✓		A & I
Understanding of the Health & Social Care sector within BNSSG		✓	A & I
Understanding of how to use a co-production approach		✓	A & I
Interest in women's family and children's health		✓	A & I
<b>Experience</b>			
Recent experience of maternity services		✓	
Working in partnership with health, social care and third sector organisations	✓		A & I
Engaging with minority groups and underrepresented communities	✓		A & I
Using a range of different methods to gather public opinion and feedback	✓		A & I
Maintaining notes and drafting reports		✓	A & I
Facilitation of groups / meetings	✓		A & I
<b>Skills &amp; Competencies</b>			
Excellent communication and people skills	✓		A & I
Commitment to ensuring representation for those individuals who are 'harder to reach'	✓		A & I
Self-motivation and the ability to work without direct supervision	✓		A & I
Good organisational skills with the ability to plan and prioritise	✓		A & I
Sensitivity, diplomacy, and a high degree of personal integrity	✓		I
Proficient in the use of IT, including the ability to use Microsoft Office 365 and survey software	✓		A & I
Ability to lead discussions, develop and facilitate groups and gather relevant information	✓		A & I
<b>Other/Personal Qualities</b>			
Independently mobile with the ability to travel across the BNSSG area	✓		A & I
Reliable and flexible approach	✓		I
Commitment to personal development	✓		I
Commitment to Equality, Equity, Diversity, and Inclusion	✓		A & I
Commitment to working as part of a team	✓		A & I

**Full driving license and access to a vehicle and entitlement to work in the UK are essential. You will need to pass a standard DBS check.**

This job description is not intended to be an exhaustive list but to indicate the main responsibilities. The post holder will be expected to conduct other activities that may be requested. It will be reviewed periodically. The work will be within office hours 9-5pm Monday-Friday with some flexibility, and occasional evening and weekend work is possible within the role, but time off in lieu arrangements are in place to compensate for this.

### Applications.

Applicants should not send CVs but use the Form provided and set how you meet the Job Description and Person Specification provided. Please send with your email the anonymous diversity monitoring record which will be separated from the form.

Closing date and time is 12 noon Wednesday 21<sup>st</sup> February 2024. Please send it to [mnvp@bnssg.co.uk](mailto:mnvp@bnssg.co.uk) or post it to c/o Healthwatch BNSSG, Unit 21, Union Gallery (Middle Floor) The Galleries BS1 3XD

Interviews will be held face to face in the week beginning 26<sup>th</sup> February 2024. The interview panel will be the Interim Lead for MNVP, CO of Healthwatch BNSSG and an NHS representative.