## JOB DESCRIPTION

### Title: Healthwatch Information and Communications Officer

**Employed by:**  Voluntary Action Coventry

**Reports to:**  Healthwatch Chief Officer

**Salary:** NJC scale pt. 21 £25,801 per annum pro rata

NB: the current funding agreement for the delivery of Healthwatch by VAC runs to 31 July 2023, however the function of local Healthwatch is ongoing.

**Hours:** 37 hours per week

(Generally office hours, with some evening and/or weekend work, for which time off in lieu will be given)

**Location:** Office/home based with some time in health and social care and community settings

**PURPOSE**

* To lead the provision of information and signposting to people accessing Healthwatch, helping them get the most out of health and social care services in Coventry
* To lead the Healthwatch Coventry external communications functions reaching the public and external organisations

* To gain the views of the public in relation to their health and social care experiences

MAIN RESPONSIBILITES

Healthwatch Information service

* To listen to and respond to people contacting the service either via the telephone, email, post or other means, about a wide range of health and care related enquiries and provide appropriate answers and responses in the manner that best meets their needs
* To gain an understanding of the question or issue and assist the individual in exploring the options (including providing information resources, self-help guidance; signposting or referring to an appropriate service)
* To make appropriate referrals to the local NHS Complaints Advocacy support service
* To understand the work of external organisations and make links with organisations so that referrals of individuals to more specialist information and support can be actively made
* To manage volunteers recruited to support the Healthwatch information service and support Healthwatch colleagues when they provide cover for the information service
* To maintain up-to-date records of enquiries received and work undertaken and produce reports to be used to influence the improvement of services and to show the benefit of the service
* Make assessments in relation to potential safeguarding concerns regarding individuals or services and follow appropriate policy and practice

**Communication**

* To lead work related to external communication by Healthwatch Coventry including promoting our role and the work we do
* To produce communication plans linked to Healthwatch Coventry work priorities, local and national issues and Healthwatch England work
* To plan, schedule and co-ordinate Healthwatch social media content working with other team members as needed
* To create and lead specific Healthwatch campaigns linked to the work programme to gather views on topics in set timeframes
* To produce information for the public in different formats
* To research, collect, and update information to be used to support people with their enquires/questions
* To maintain the content on the Healthwatch Coventry website and problem solve any issues with the site
* To review external information resources as part of work Healthwatch agrees to do to look at how easy they are for the public to understand

**Other**

* To maintain Healthwatch Coventry information systems by adding and marshalling information and producing relevant reports (including systems to report to Healthwatch England)
* To provide analysis of external information relevant to the experiences of patients and the public in NHS and care services to inform Healthwatch work
* To assist in other Healthwatch activities to collect public feedback on NHS and social care service through outreach, visits to NHS and care services and other activities
* To keep abreast of health and care policy developments and services, to ensure your knowledge base is up to date to inform your work

**GENERAL DUTIES**

* + To be flexible and provide cover for other team members as required and carry out associated duties that may arise
  + Abide by organisational policy, codes of conduct and practices
  + Maintain a thorough working knowledge of Healthwatch data protection and safeguarding processes
  + Keep up to date with Healthwatch England information and guidance
  + To enact the values of Healthwatch and Voluntary Action Coventry
  + To take responsibility for personal learning and development

### Healthwatch Information and Communications Officer

**PERSON SPECIFICATION**

When completing this application form you need to demonstrate that your knowledge, skills, and experience match the requirements listed below, or that you have the potential to develop these.

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| **Criteria** | **Specification** | **Essential (E) or**  **Desirable (D)** | **Assessed by Application (A) Interview(I)**  **Task(T)** |
| **Experience** | Experience of responding to and providing information to members of the public by phone | **E** | **A, I** |
| Experience of producing information for the public in different formats | **E** | **A,T, I** |
| Experience of work planning, working to targets and outcomes | **E** | **A, I** |
| Experience of researching information and asking relevant questions to look below the surface | **E** | **A, I** |
| Demonstrable experience in the use of different social media channels | **E** | **A,I** |
| Experience of working with people from BAME communities or people from excluded communities | **D** | **A, I** |
| Experience of writing and updating website content | **D** | **A, I** |
| Experience of writing campaign messages for different media | **D** | **A,T, I** |
| Experience of working with or co-ordinating volunteers | **D** | **A, I** |
| Strong connection with Coventry or understanding of Coventry communities | **D** | **I** |

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| **Skills** | Clear and calm verbal communication with people of varying communication needs | **E** | **I** |
| Active listening skills – ability to gather information by listening and asking questions | **E** | **I** |
| Empathy and understanding | **E** | **I** |
| Ability to deal with people who are upset and expressing themselves in a more challenging way | **E** | **I** |
| Ability to write in plain English to produce information for the public | **E** | **A,T** |
| Record keeping skills and attention to detail | **E** | **A, I** |
| Ability to work on own initiative, plan work and manage your own time within the context of a team | **E** | **A, I** |
| Ability to form and maintain good working relationships with external organisations/contacts | **E** | **A, I** |
| Ability to speak another community language used in Coventry | **D** | **A** |

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| **Knowledge** | Well-developed knowledge of Microsoft Office programmes including Excel and social media channels | **E** | **A,T** |
| Of Data Protection regulations and confidentiality boundaries | **E** | **A, I** |
| Of Safeguarding issues, and practice | **E** | **A, I** |
| Good understanding of the needs and challenges faced by diverse and excluded communities | **E** | **I** |
| Understanding of the Health and Social Care services in Coventry | **D** | **I** |
| Of good practice in working with and supporting volunteers | **D** | **A, I** |

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| **Behaviours** | Commitment to Healthwatch Coventry’s values, policies and procedures | **E** | **I** |
| Effective team player with good team working skills | **E** | **I** |
| Commitment to develop own learning | **E** | **I** |
| Commitment to work flexibly to meet the needs of VAC and Healthwatch Coventry, including evening or weekend work as necessary and planned | **E** | **I** |

**Contra-indicators**

Any previous convictions which would render the person unsuitable to work with vulnerable people or enter premises where vulnerable people are being cared for. This post is exempt under Section 4 (2) of the Rehabilitation of Offenders Act, and the successful candidate will be DBS checked prior to taking up the post.