

## VAL Jobs



# Outreach & Engagement Officer (Communities of Place)

## Job description

### Job Purpose:

To enable the diverse Communities of Place across Leicester and Leicestershire to engage with and actively influence and shape decisions for improving the provision of health and social care, increasing volunteer participation.

To ensure increased representation, inclusion and participation of diverse geographical Communities in the monitoring, evaluation and improvement of health and social care services to help shape Healthwatch services.

### 1. Main aims of the role

- Ensure the diverse geographical Communities of Leicester and Leicestershire (including rural and seldom heard) are able to and engage with and actively influence and shape decisions for improving the provision of health and social care.
- Support the Healthwatch Advisory Board to implement its strategic priorities through a targeted engagement programme including allocated geographical area/ targeted community.
- Develop a programme of engagement with local and hard to reach communities and groups, establishing and maintaining a strong local presence.
- Act as key contact/ link between Healthwatch and all local community and voluntary sector groups, ensuring effective community engagement and involvement.
- Ensure Healthwatch presence locally gathering insight to inform and the work of Healthwatch.
- Support collection of feedback from the communities and public about their experiences of health and social care via a range of methods.
- Promote volunteer activities and support the recruitment of Healthwatch members and volunteers across the geographical area.
- Provide signposting to services, both statutory and in the community/voluntary sector.
- Actively contribute skills, knowledge and insights to other activities within Healthwatch as appropriate.

### 2. Main activities of the role to deliver the aims

- To develop a programme of engagement with all communities making sure it covers and represents all areas and groups especially those with lived /shared experience/communities of place.
- Through local presence ensure effective community engagement and participation.
- Take part in visits and events particularly with lived /shared experience when required.
- Provide information, signposting and raise awareness of rights and responsibilities regarding services to people as required.
- Gather feedback on services through delivering outreach activities, and conducting fieldwork, consisting of surveys, focus groups and outreach events.

- Using various agreed methods, record people's experiences and ensure these are inputted in a timely manner into the CRM system.
- Provide information on volunteering opportunities.
- Remain aware of and promote the projects and Healthwatch priorities to the public and key stakeholders.
- Identify case studies that are topical highlighting trends, outcomes that Healthwatch can share with stakeholders.
- Assist in identifying themes and trends arising from issues that may need to be taken forward as a priority
- Keep up to date with health and social care issues, policies and procedures and undertake appropriate training.
- Understand and co-operate with other pieces of work within the local Healthwatch and wider organisation.
- Be an ambassador for Healthwatch and its work and respond to general queries about these
- Work in partnership with stakeholders
- Support the wider Healthwatch Team in delivering Healthwatch services where appropriate.
- Contribute to continuous improvement initiatives across the service as required.

### 3. Supporting the development of Healthwatch, VAL and its people

- Be an effective ambassador and representative Healthwatch and VAL.
- Participate positively in supervision, appraisal, performance management and development processes, taking joint ownership for personal development.
- Maintain data, statistics and information on the delivery of the service in line with existing reporting processes and as required for the role.
- Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across VAL people and keeping up to date with relevant changes in policy and practice.
- Build and maintain effective relationships with colleagues including working collaboratively across VAL
- Be accountable to Healthwatch and colleagues for your actions, actively supporting VAL's values.
- Support volunteers to deliver aspects of VAL's work.
- Undertake all duties in accordance with VAL policies.
- Ensure the health and safety of VAL people and service users, in compliance with relevant policies.
- Encourage and promote equality and diversity inside and outside of VAL, ensuring adherence to and compliance with relevant policies.
- Carry out evening and weekend work as required.
- Undertake any other reasonable duties in line with the aims of the post.

## Person specification

**The person specification sets out the essential qualities that we are seeking for his post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experience.**

<b>Experience of different communities</b>	Working within different communities such as urban, suburban, small towns and/ or rural and wide variety of user and care groups, seldom heard groups and a wide variety of diverse voluntary and community sector organisations across Leicester and Leicestershire.
<b>Administration</b>	Using and developing basic administration systems and databases to maintain and access information using paper and electronic systems.
<b>Managing, supporting and working alongside people</b>	The ability to work on own initiative as well as collaboratively with colleagues.

<b>Equality and diversity</b>	Encouraging and promoting equality and diversity in the delivery of services and experience of working effectively with people from a range of backgrounds and lived experience.
<b>Building relationships</b>	The ability to build and maintain effective relationships with colleagues and partners in all sectors.
<b>Organisational skills</b>	Taking personal responsibility and a proactive approach to planning and performance managing a varied and complex workload, prioritising demands and working to tight deadlines.
<b>Approach to work</b>	A positive “can do” approach, the ability to be innovative, and flexibility to meet the demands of a changing environment.
<b>Presentation skills and oral communication</b>	Excellent communication, written and interpersonal skills.  Able to listen and question sensitively, approachable and able to work with a diverse range of people.
<b>Written communication and developing information resources</b>	Good writing skills and the ability to analyse information and produce insightful case studies and reports for a range of audiences.
<b>ICT skills</b>	Good IT skills.
<b>Continuing professional development</b>	There are no specific qualifications for this role, but evidence of continual professional development of knowledge and skills is required. Due to the nature of the role, a Disclosure and Barring Service (DBS) check may be required. Healthwatch facilitate this and covers all costs.
<b>Hours of working</b>	Able to work some evenings and occasionally at weekends.
<b>Travel</b>	Ability to travel regularly within the city and county and occasionally nationally.

**This does not form part of your contract – June 2024**