



## **Community Engagement and Volunteer Coordinator**

Pay: £17,472

Hours: 28 hours per week 9am – 5pm **Monday - Thursday**

Responsible and accountable to:

Jayne Garfield-Field & Simone Kerr Healthwatch Bexley Managers

Location: Healthwatch, Mind in Bexley and East Kent office at 2a Devonshire Rd, Bexleyheath DA6 8DS

**CONTRACT LENGTH:** 6 months initial probationary period

Please note that this position will be subject to satisfactory references and will be subject to an Enhanced DBS check.

### **About Healthwatch Bexley**

Healthwatch Bexley was established in 2013 to act as the statutory, independent consumer champion for health and social care services in the borough. We're here to listen to the voices of local people and to help them navigate the complex health and social care systems. Everything we say and do is informed by our connections with Bexley's residents.

A key focus of Healthwatch Bexley is to understand the needs, experiences and concerns of people who use services so that we can speak out on their behalf to influence service provision. It is a priority to seek out and listen to disadvantaged groups who are seldom heard so that they are given a voice.

Engagement is fundamental to the way Healthwatch Bexley works and during the Coronavirus pandemic we have had to adapt. Finding new and creative methods of engagement is crucial and we want to focus on finding new ways of engagement to ensure we can deliver key messages from the community to stakeholders.

We aim to ensure that all those who plan and provide services in the borough listen to the voices and experiences of local people directly, or via Healthwatch Bexley, to shape high-quality services that meet individuals' needs.

Each year Healthwatch Bexley undertakes an extensive programme of work, which aims to have a positive impact on individuals, communities and the wider system.

Healthwatch Bexley is hosted by Mind in Bexley and East Kent

## **Job Description**

## **Job Summary**

The role of the Community Engagement and Volunteer Coordinator is pivotal to the work of Healthwatch Bexley. You will be responsible for maintaining the profile of Healthwatch Bexley in the London Borough of Bexley to reach new audiences and build relationships with the local communities. You will be responsible for finding and recruiting volunteers to attend community engagement, local meetings and events who will represent and promote Healthwatch Bexley.

- ✦ To work within the small Healthwatch Bexley team, to ensure the successful delivery of all projects undertaken
- ✦ To ensure Healthwatch Bexley develops and uses effective community engagement and involvement approaches, which enable us to influence improvements to local services
- ✦ To produce evidence-based written research reports
- ✦ To listen to the views and experiences of Bexley residents in a non-judgemental way and represent their views where appropriate
- ✦ To attend meetings either virtually or face to face with local stakeholders
- ✦ To recruit and train a team of volunteers to represent Healthwatch Bexley at local events, groups and meetings.

## **Key Responsibilities**

### **Reports and projects**

- ✦ To work with the team to undertake specific projects in line with Healthwatch Bexley's annual plan and priorities
- ✦ To use research methods and tools such as surveys and focus groups to collect qualitative and quantitative evidence of local people's views and experiences
- ✦ To work with colleagues to analyse and assess feedback to develop an evidence base to inform the organisation's influencing work
- ✦ To keep accurate records of the time volunteers give representing Healthwatch

### **Relationships**

- ✦ Use innovative new approaches and ideas to significantly expand our offering, audience reach, and impact
- ✦ Develop and maintain good working relationships with the local community and voluntary organisations
- ✦ Develop and maintain good working relationships with volunteers

- ✦ To promote Healthwatch Bexley to the wider public, to local influential figures, and organisations supporting and representing people in the borough
- ✦ To act as a point of contact for engaging local communities in our work
- ✦ To attend meetings with stakeholders, community groups and charities (virtually and face to face)

### **Signposting and Information**

- ✦ To provide Bexley residents with information and signpost them to appropriate services.

### **Volunteers**

- ✦ To identify and recruit potential Healthwatch volunteers and promote our volunteering opportunities to communities, groups and organisations

### **Enter and View**

- ✦ To conduct enter and view visits to local services providers such as GP practices and hospitals

### **Additional responsibilities**

- ✦ To ensure that all activities are carried out with due regard to the diversity within the Borough and within an Equal Opportunities Framework
- ✦ To carry out any other duties commensurate with the skills and abilities of the post holder as directed by the manager
- ✦ To comply with Healthwatch Bexley's (Mind in Bexley and East Kent) policies and procedures
- ✦ To provide regular updates and information on areas of responsibility
- ✦ To lead and complete specific tasks allocated through work plans, and project plans

### **Valuing diversity**

Healthwatch Bexley aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part-time working status and health status. Healthwatch Bexley (Mind in Bexley and East Kent) has an Equal Opportunities Policy and it is for each employee to contribute to its success.

**PERSON  
SPECIFICATION**

	<b>ESSENTIAL</b>  The qualities without which a post holder could not be appointed	<b>DESIRABLE</b>  Extra qualities which can be used to choose between candidates who meet all the essential criteria
<b>Qualifications</b>		A degree in a related area eg. Public Health, Health and Wellbeing
<b>Experience and Knowledge</b>	<p>Experience of engaging with and communicating effectively with a range of stakeholders</p> <p>Experience of developing and / or delivering community engagement and involvement activities</p> <p>Experience of working with or engaging with seldom heard communities</p> <p>Experience of delivering projects to time</p> <p>Experience of writing reports</p> <p>An understanding of diversity and equal opportunity issues as they relate to accessing and using information and health and social care services</p>	<p>Experience of working with volunteers and recruiting volunteers</p> <p>Practical knowledge and understanding of community engagement practices, principles and values. In particular experience of community research techniques, engagement and coproduction</p> <p>Knowledge of local health and social care organisations and or local voluntary and community organisations</p>

<b>Communication Skills</b>	<p>Excellent communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders</p> <p>Strong report writing and record keeping skills</p> <p>Strong interpersonal skills, enabling the post holder to influence and to work effectively as part of a team and with volunteers</p>	
-----------------------------	---	--

4

	<p><b>ESSENTIAL</b></p> <p><b>The qualities without which a post holder could not be appointed</b></p>	<p><b>DESIRABLE</b></p> <p><b>Extra qualities which can be used to choose between candidates who meet all the essential criteria</b></p>
<b>Administration Skills</b>	<p>Strong computer literacy skills and experience of using Microsoft Word, Excel and Powerpoint</p>	<p>Experience of using Survey Monkey</p>
<b>Organisational Skills</b>	<p>Strong organisational and planning skills, the ability to prioritise in the face of competing demands, and proven success in delivering work personally to deadlines</p>	

<p><b>Personal Attributes</b></p>	<p>Enthusiasm, imagination, innovation, energy and drive with a warm, outgoing personality</p> <p>Enthusiasm for working for a small but influential organisation</p> <p>Willingness to take on different tasks as the role develops to meet the needs of the organisation</p> <p>Willingness to undertake travel within the borough</p> <p>Self-motivation and ability to work from home</p> <p>Ability to drive and car owner</p> <p>Willingness and flexibility to work some evenings and weekends if required</p>	
-----------------------------------	---	--

**Closing date, Shortlisting and Interview dates**

**Closing date: November ?**

**Shortlisting: November ?**

**Interviews: November ?**

To apply please complete and return the Healthwatch Bexley application form on our website [www.healthwatchbexley.co.uk/work-us](http://www.healthwatchbexley.co.uk/work-us)