

Role Description and Person Specification

Community Engagement and Outreach Coordinator

This is a 6 Month fixed term position

Reporting to	Manager
Responsible for	Community Engagement and Outreach Coordinator
Salary	£20-22,000 Pro rata Per annum based on 36 hours a week
Hours	30-36 hours per week, occasional evening and weekend work may be required
Location	Working from Home is supported by the organisation during the Coronavirus pandemic. 2a Devonshire Road, Bexleyheath, DA6 8DS and various locations within the community

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 in order 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 are 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 for individuals, communities and the wider system.

Healthwatch Bexley is hosted by Mind in Bexley.

The role of the Community Engagement and Outreach 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 in order to reach new audiences and build relationships with the local communities.

1. Main duties

- ✦ 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

2. 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 in order to collect qualitative and quantitative evidence of local people's views and experiences
- ✦ To work with colleagues to analyse and assess feedback in order to develop an evidence base to inform the organisation's influencing work

Relationships

- ✦ Use innovative new approaches and ideas to significantly expand our offering, audience reach, and impact
- ✦ Develop and maintain good working relationships with local community and voluntary organisations
- ✦ To promote Healthwatch Bexley to the wider public, to local influential figures, and to 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 help the volunteer coordinator 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) 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

4. Valuing diversity

It is the aim of Healthwatch Bexley 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) has an Equal Opportunities Policy and it is for each employee to contribute to its success.

5. DBS Check

This post is subject to the Rehabilitation of Offenders Act (Exceptis Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

Person Specification (Please note: E - essential; D - desirable)

Education, qualifications and training	
A degree in a related area, e.g. Public Health, Health and Wellbeing	D
Experience	
Experience of engaging with and communicating effectively with a range of stakeholders	E
Experience of developing and / or delivering community engagement and involvement activities	E
Experience of working with volunteers	D
Experience of working with or engaging with seldom heard communities	E
Experience of delivering projects to time	E
Knowledge and skills	
Excellent communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders	E
Strong organisational and planning skills, the ability to prioritise in the face of competing demands, and proven success in delivering work personally to deadlines	E
Practical knowledge and understanding of community engagement practices, principles and values. In particular experience of community research techniques, engagement and co-production	D
An understanding of diversity and equal opportunity issues as they relate to accessing and using information and health and social care services	E
Computer literacy enabling the effective use of the Microsoft Word, Excel, Powerpoint	E
Excellent interpersonal skills, enabling the post holder to influence and to work effectively as part of a team	E
Knowledge of local health and social care organisations and / or the local voluntary and community organisations	D
Other	

Enthusiasm, imagination, innovation, energy and drive with a warm, outgoing personality	E
Enthusiasm for working for a small but influential organisation.	E
Willingness to take on different tasks as the role develops to meet the needs of the organisation	E
Willingness to undertake travel within the borough	E
Self-motivation and ability to work from home	E