

Community Officer Job Description

Job Title:	Community Officer
Salary:	£19,554 - £21,166 per annum
Responsible to:	Healthwatch Solihull Manager
Location:	Healthwatch Solihull Office
Hours of work:	37 hours per week

About Healthwatch Solihull

Healthwatch Solihull is the independent champion for health and social care services. We exist to ensure people are at the heart of care. We provide patients and the public with ways to feedback and have a stronger say about the services they use. We listen to what people like about services, and what could be improved. This could be about general practices, hospitals, dentists, opticians, pharmacists, nursing and residential homes or care you receive in the community.

We have the power to ensure that those organisations that design, run or regulate NHS and social care listen to people's views and act on them. People's experiences prompt and lead our activities and investigations, with our reports focusing on improving services. We also encourage services to involve patients and the public in decisions that affect them.

Through our Information and Signposting Line, Healthwatch Solihull also helps people find out the information they need about services in their area.

People sharing their experiences can make a big difference. Our aim is to help make health and care services better for patients, their families and their community.

Context of role

The role of Community officer at Healthwatch Solihull is critical to our success. Your role is central to Healthwatch Solihull's ability to work within communities, listening to diverse and vulnerable groups, making their voice powerfully heard. It is your role to ensure we have a growing group of motivated volunteers, in the right place at the right time with the right skills.

Duties and responsibilities

The duties and responsibilities of this role have been positioned in the context of your contribution to continuously improving our organisational performance so that we achieve our strategy, objectives and fulfil our statutory duties.

Main purpose of the role

The roles main purpose is:

1. To continuously develop our co-productive relationships with the Voluntary, Community and Social Enterprise (VCSE) sector, enabling us to work with them to reach our most vulnerable communities. This will enable you to carry-out a rolling schedule to community engagement activity so Solihull citizens to share with us their experiences of health and social care services, and provide signposting information to support them in the community.
2. As directed by the Healthwatch Solihull manager, carry out activity leading to the recruitment, training, induction, co-ordination and quality assurance of all Healthwatch Solihull volunteers ensuring we have the right volunteers, with the right skills and competency. Motivating and developing our volunteers to be active in the right place at the right time to ensure all of our various activities are publicly-led.
3. Working with VCSE partners, and as directed by the Healthwatch Solihull Manager, recruit and train and co-ordinate external volunteers as part of our Community Partnership to collect feedback about health and social care services on our behalf.
4. As directed by the Project Officer, carry-out community based activity which will enable us to hear citizen views as part of our investigations.

Role Objectives

Increased Quality Data: We have a growing data set of quality feedback about Solihull health and social care services, which has been categorised using our taxonomy.

To help us achieve this you will:

- a. Carry-out and co-ordinate community engagement activity in line with our annual plan to ensure we are hearing from all demographic and geographical populations in our diverse borough.
- b. Co-ordinate volunteers (and staff) to carry out regular community engagement activity focused on increasing the amount quality feedback we hear from citizens about health and social care services.

- c. Co-ordinate volunteers (and staff) to have a regular presence in Health and Social care organisations to collect feedback about health and social care services as the point of access.
- d. Work with the Project Officer to develop volunteer data input roles to input feedback obtained through our activities.
- e. Following leads from the Healthwatch Solihull Manager, work with the local VCSE to recruit, train and co-ordinate external volunteers as part of the Community Partnership to collect feedback about health and social care services on our behalf.
- f. Utilise and support volunteers to input experience data onto our CRM database and online Feedback Centre.
- g. Engage the public online via social media raising awareness of our work leading to increased feedback being heard by Healthwatch Solihull.

Better decisions and prioritisation: We make better choices and decisions regarding how and to what we allocate resource, prioritising work which leads to maximum impact for Solihull citizens.

To help us achieve this you will:

- a. Work with the Information and Engagement Officer to develop volunteers to carry out signposting activity, quality assuring volunteers ability to signpost individuals effectively through community engagement activity, referring to the Information and Engagement Officer for more in depth support where required.
- b. Train and support volunteers to identify safeguarding concerns and risk during the collection of feedback, ensuring our procedures are followed to escalate concerns quickly and effectively.
- c. Increase and ensure citizens are engaged in our work, increasing our mailing lists and involvement in our Topic Identification and Prioritisation System to have their say on the work we do.
- d. Record all engagement activity capturing diversity monitoring information to enable the Information and Engagement Officer to identify gaps in our data to tailor our community engagement plan accordingly to address any gaps in feedback data from key target populations.

Effective levers for change: Our levers for change are effective, evidenced based and taken seriously.

To help us achieve this you will:

- a. Work with the Project Officer to co-ordinate volunteers to support data collection as part of projects and consultation activity ensuring the right volunteers are in the right place at the right time.
- b. Develop key volunteer roles as directed by the Healthwatch Solihull Manager to support our project and consultation responses.

Impact - Changes to services: We have caused positive changes in health and social care services, and in the individuals who are involved with us.

To help us achieve this you will:

- a. Capture case studies of how volunteering have improved the lives of individuals involved with Healthwatch Solihull.
- b. Collect detailed experiences from patients and the public, writing case studies demonstrating the experiences of individuals using Solihull Health and Social care Services.
- c. Record all feedback heard, theming experiences appropriately for easy use by the project officer.
- d. Support the development of our Impact Follow-up reports as directed by the Project Officer to hear the experiences of individuals using changed services.

Communications: Our communications result in more stakeholder and public confidence.

To help us achieve this you will:

- a. Write and develop the quarterly Volunteer Bulletin, to keep volunteers informed about our work and promote opportunities to be involved.
- b. Develop regular volunteer meetings to increase involvement and keep volunteers up to date with organisational and system changes.
- c. Work with the Information and Engagement Officer, Project Officer and Healthwatch Solihull Manager to create marketing collateral for use on community engagement activity including leaflets about Healthwatch Solihull and promotional merchandise.
- d. Monitor stock levels of marketing collateral and inform the Communications and Engagement Officer when more stock is required.
- e. Build, increase and keep up to date a comprehensive mailing list to send communications to our stakeholders and the public.
- f. As directed by the Healthwatch Solihull Manager, Project Officer and Information and Engagement Officer, produce case studies, articles and news stories about your work to celebrate our achievements and successes.

Volunteering: More citizens want to support our work and be involved growing our pool of high-quality volunteers who are mobilised and motivated.

To help us achieve this you will:

- a. Working with the Healthwatch Solihull Manager, ensure we continue to meet the Investing in Volunteers (IIV) standards and maintain our award status, carrying out any actions required for improvement.
- b. Working with the Healthwatch Solihull Manager continue to grow our pool of volunteers through continuous recruitment ensuring a diverse range of volunteers to ensure maximum capacity to support for our work.
- c. Support the targeted recruitment of volunteers based on gap analysis of skills and diversity in our pool of volunteers.
- d. Develop and train volunteers to ensure they have the right skills for high quality performance (Induction and continuous development).
- e. Motivate and support volunteers through regular group and individual supervision.
- f. Carry out regular volunteer meetings to inform and develop volunteers.
- g. Recruit, train and motivate Community Partnership volunteers to regularly collect feedback on our behalf.

High performing culture

- a. Be a reliable and high-performing member of the staff team and delegate for the CEO, Head of Operations and Healthwatch Solihull Manager as requested.
- b. Encourage a whole team approach to our work utilising team meetings and project working groups to utilise the skills and expertise across the Healthwatch Solihull team. Proactively volunteer to support projects and colleagues to ensure we work effectively and efficiently together.
- c. Be accountable and responsible, by demonstrating commitment to project plans through the completion of actions in a timely manner, updating project leads regularly to jointly overcome any barriers to completion.
- d. Taking a lead from the Chief Executive Officer and Management Team, help develop and embed a Healthwatch Solihull approach to continuous quality improvement which enables all staff to learn and develop and which enables the organisation to become a learning organisation, e.g. through the use of PDSA, Lean, or other continuous quality improvement techniques.

- e. Use the team meetings to continuously improve our impact and ways of working together, supporting colleagues to develop their problem solving and change management skills by being willing to bring and discuss performance obstacles as they arise.
- f. Maintain an appropriate awareness of what’s happening in national and local health and social care, particularly in relation to policies relating to all aspects of volunteering, patient and public involvement and other forms of engagement.
- g. Proactively seek to identify colleagues in need of support and find time to help; delegate for team members across the organisation when asked, and do any task as reasonably requested by any member of the management team.
- h. Adhere to Health and Safety, Data Protection, Safeguarding, Equality and Diversity, and other organisational policies.
- i. Support the organisational achievement of our Social Value Action Plan, championing ways to improve against the plan.
- j. Ensure your own continuing professional development, proactively and demonstrably engaging in reflective practice and identifying your own learning opportunities. Use basic continuous quality improvement techniques such as Plan Do Study Act, helping Healthwatch Solihull to become and continue to be a learning organisation.

Our Values

1	We are people-centred	<p>We take time to listen in order to really understand and develop new insight from another’s view or experience, rather than listen for our chance to speak.</p> <p>If helping someone is within our competence we help them, rather than handing them over to another member of the team.</p> <p>We don’t wait to be asked. If we see something needs doing, we do it, and we see it through.</p>
2	We are publicly-led	<p>We are taking continuous action to become a centre of excellence for patient, public, service user and carer involvement. Diversity of Patient, Public, Service user and Carer input and activity, is the golden thread running through our work from governance to focus, to delivery, to dissemination of our impact.</p>

3	We are evidence-based	<p>We use our Impact System to underpin and guide decisions relating to our investigative work.</p> <p>We wait until we have appropriate, relevant, credible evidence before we take decisions which guide our actions.</p>
4	We are impact-focussed	<p>We make decisions based on the strategic goals and mission of Healthwatch Solihull rather than on intermediary targets. I.e., we take a ‘bigger picture’ systems approach to decision making based on contribution of our decision to the end goal.</p>
5	We are passionate about Patient and Public Involvement as a means of improving service and reducing inequality	<p>We can enthusiastically explain, with detailed, evidence-based examples, why Patient and Public Involvement is a vital lever to service improvement and the difference it can and is making, and Healthwatch Solihull’s role and contribution.</p> <p>We understand the policy environment for Patient and Public Involvement in health and social care and where Healthwatch Solihull fits.</p>
6	We are resolute	<p>We recognise the enormity of our goal and how easy it is to be distracted from it or to minimise it to make it easier to achieve, and we support each other to stick to the plan.</p>

Employee Specification

Essential knowledge, skills and experience:
1. Educated to degree level or equivalent experience
2. Passionate, articulate and knowledgeable about citizen involvement in health and social care (or other sector)
3. Experience of building and maintaining key relationships across a range of statutory, voluntary and community organisations.
4. Demonstrable experience of engaging a range of diverse communities, with the knowledge and skills to overcome barriers.
5. Experience of recruiting, managing, training and empowering volunteers to achieve clear organisational objectives.
6. Demonstrable track record of making things happen and comfortable to work with minimal supervision.
7. Demonstrable evidence of personal values being compatible with and aligned within Healthwatch Solihull values.
8. Able to communicate to a high standard with people from diverse communities, building relationships and rapport
9. Grassroots experience gained in VCSE or similar sector environments and of working with diverse communities. A commitment to and knowledge of equality and diversity in health and social care.
10. Highly organised and detailed approach to work and work management in a project-based environment, proven experience coordinating and managing rolling programmes of varied events.
11. Experience of interviewing people and recording and storing verbal and written data accurately
12. ICT literate and familiar with a range of basic software packages and social/digital media.
Desirable knowledge, skills and experience:
13. Knowledge and understanding of Solihull and its diverse communities.
14. Demonstrable experience writing, developing, implementing and maintaining quality assurance processes and policies, ideally within a volunteer training environment.
15. A proven, strong commitment to the principles of active citizenship and volunteering, including experience of working within a volunteer/user-led environment.

Essential knowledge, skills and experience:
16. Proven track record of working with volunteer's competing demands.
17. Strong attention to detail skills in the production of reports and paperwork relevant to Healthwatch Solihull.
18. Working within a culture of continuous improvement, demonstrate excellent interpersonal skills with a proven ability to manage challenging and competing demands, respond to change and act under pressure,
19. Demonstrable ability to project manage, building team support for success against competing deadlines.