

Project Officer Job Description

Job Title:	Project Officer
Salary:	£24,313 - £26,317 per annum
Responsible to:	Healthwatch Solihull Manager
Location:	Solihull Enterprise Centre, B37 7TN.
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 the Project Officer at Healthwatch Solihull is critical to our success. Your role is central to Healthwatch Solihull's ability to collect, record and use high-quality feedback to lever positive change in Solihull health and social care services. It is your role to ensure our investigations, consultations and quality account work is delivered on time and of high-quality. Through the prioritisation of topics of investigation, you will design and lead on the successful completion of our investigations, producing reports that influence decision-

makers to change services leading to impact for Solihull citizens. You will also make decisions about which consultations to respond to line managing staff and quality-assuring projects to achieve your objectives.

Duties and responsibilities

The duties and responsibilities of this role will contribute to the continuous improvement of our performance. This will enable us to successfully implement our strategy, meet our objectives, and fulfil our statutory duties.

Main aspects of the role

1. Lead on investigations that positively impact health and social care services in Solihull.
2. Input, moderate and report all health and social care service user experience data heard by us onto the feedback centre and CiviCRM system.
3. Analyse service user experience data to identify key health and social care issues experienced by Solihull residents.
4. Share service user experience data with health and social care organisations through the production of reports (e.g. quarterly reports, consultation responses, bulletins, quality account responses etc.).
5. Manage the day-to-day running of our website.

Role Objectives

Increased Quality Data:

Healthwatch Solihull Objective: 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. Input, moderate, categorise and report all health and social care service user experience data heard by us onto the feedback centre and CiviCRM system.
- b. Initiate and implement changes within our internal processes to increase the quality of feedback heard
- c. Quality assure all data reports that contain service user experience data.
- d. Work with colleagues to ensure our investigations hear high quality feedback from members of diverse communities across Solihull through our links with VCSE, health and social care organisations.

Better decisions and prioritisation:

Healthwatch Solihull Objective: We make better choices and decisions regarding how, and to what, we allocate resources; prioritising work which leads to maximum impact for Solihull citizens.

To help us achieve this you will:

- a. Analyse service user experience data to identify key issues, regarding health and social care, experienced by Solihull residents.
- b. Project manage our Topic Identification and Prioritisation System (TIPS) to prioritise which four of these key issues will be selected for further investigation.
- c. Project manage colleagues (and placements) which support investigations and related projects.
- d. Ensure all Healthwatch Solihull work is grounded in policy enabling evidence-based decisions to be made.

Effective levers for change:

Healthwatch Solihull Objective: Our levers for change (investigations, quality standard, consultation responses etc.) are effective, evidenced-based and taken seriously.

To help us achieve this you will:

- a. Lead on investigations that positively impact health and social care services in Solihull.
- b. Writing high-quality evidence-based reports which lead to positive changes being made to health and social care services in Solihull.
- c. Prioritise consultations, using a decision-making protocol to decide what national, regional, and local consultations and/or engagement activities we respond to.
- d. Lead on and quality assure our responses to consultations and NHS Trust Quality Accounts.
- e. Provide policy support to the Healthwatch Solihull team across all projects and services.
- f. Under the guidance of the Healthwatch Solihull manager, liaise with system leaders and decision-makers as part of your investigations to maximise opportunities to influence change. Keep key stakeholders informed of projects and negotiate impact to be made and identify opportunities to present our work to ensure system backing and buy-in to maximise opportunities for impact.

Impact - Changes to services:

Healthwatch Solihull Objective: Solihull citizens receive better services as a result of our work. We have caused positive changes in health and social care services.

To help us achieve this you will:

- a. Work across partners to monitor, track and analyse changes that have been made as a result of our investigations, consultations, quarterly reports and quality account responses - detailing how the views of the public have been used by services to shape plans and improve services.
- b. Produce our follow-up impact reports, describing the changes made to services as a result of our work.
- c. Ensure our impact as a result of our work is grounded in the changes made for Solihull citizens.

Communications:

Healthwatch Solihull Objective: Our communications result in more stakeholder and public confidence.

To help us achieve this you will:

- a. Share service user experience data with health and social care organisations, in a format that is meaningful and useful to them, through a variety of routes (e.g. Quarterly Report, consultation responses, bulletins, quality account responses).
- b. To lead on and personally manage all aspects of the day-to-day running of our website.
- c. Stay informed about service and policy changes, developing news stories on our website informing Solihull residents of opportunities and changes that affect them.
- d. Write e-bulletin articles, case-studies, write-ups and press releases to communicate our work.
- e. Work with team members, publicise opportunities for citizens to be involved, both through Healthwatch Solihull opportunities and through opportunities in health and social care.

Volunteering:

Healthwatch Solihull Objective: 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. Work closely with team members to identify opportunities for volunteers to support your work, building capacity and involvement in your work.
- b. Supervise volunteers when supporting your activity.
- c. Provide support, where needed to train volunteers to have the skills to support your work.

High performing culture

- a. Be a reliable and high-performing member of the staff team and delegate for colleagues as requested.
- b. Encourage a whole team approach to our work using 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 a 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 is 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>The impact on the quality of services underpins and guides 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-focused	<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 examples, why Patient and Public Involvement (PPI) improves health and social services and our role to improve PPI in Solihull.</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.
2. Excellent organisational skills, with the ability to managing several projects simultaneously of a range of complexity and type, to successful completion.
3. Accurate and fast data entry skills.
4. Excel: Intermediate skill
5. Able to analyse patient experience data to identify key issues
6. The ability to clearly communicate complex information; stimulating, interesting and motivating the audience verbally and in writing.
7. Excellent people skills; mature and credible, with the ability to develop trust and respect
8. A good understanding of local and national health and social care policy which are relevant to the work and role of Local Healthwatch and of Healthwatch Solihull
9. Demonstrable evidence of personal values being aligned with Healthwatch Solihull's values, mission and ambitions.
Desirable knowledge, skills and experience
10. Experience of conducting research projects or service evaluations/audit
11. Ability to build good working relationships with a range of external organisations
12. Able to demonstrate that they place a high value of the role of volunteers to support non-profit organisations to improve the health or social care of clients
13. Consistent and multiple evidence of going the extra mile to get the job done well.
14. Understanding of and experience of working in fully matrixed organisations and achieving organisational outcomes through relationships and influence rather than through hierarchical control.
15. Understanding of and commitment to working in a continuous quality improvement organisation and what that means in practice.
16. Proven skills in innovation and problem-solving.
17. Hold a relevant Data Protection Officer accreditation and detailed understanding of the DPO role and GDPR.
18. Website management and ability to use of Word Press