

Volunteer and Engagement Officer

Job Description

Job Title:	Volunteer and Engagement Officer
Salary:	£23,836 - £26,999 per annum
Responsible to:	Research and Policy Manager
Location:	Cobalt Square, 83 Hagley Road, Birmingham. B16 8QG
Hours of work:	35 hours per week

About Healthwatch Birmingham

Healthwatch Birmingham 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 Birmingham 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 Volunteer and Engagement Officer at Healthwatch Birmingham is critical to our success. Your role is central to Healthwatch Birmingham's ability to work within communities, listen to diverse and vulnerable groups, and make 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 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 purposes of the role

1. Project manage and lead the recruitment, training, induction, co-ordination and quality assurance of all Healthwatch Birmingham volunteers, ensuring we have volunteers with the right skills and competencies. You will motivate and develop our volunteers to be active in the right place at the right time; ensuring all of our various activities are publicly led.
2. 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 co-ordinate a rolling schedule of volunteer-led community engagement activity, so Birmingham citizens share with us their experiences of health and social care services.
3. As directed by the Research and Policy Manager, arrange and co-ordinate volunteer-led community-based activity, which will enable us to hear citizen views as part of our research activity.

Role Objectives

Volunteering:

Healthwatch Birmingham 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. Ensure we continue to meet the Investing in Volunteers (IIV) standards and maintain our award status, carrying out any actions required for improvement.
- b. 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. Carry out 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. Develop and support the contribution of volunteers to Healthwatch Birmingham Board meetings.
- f. Motivate and support volunteers through regular group and individual supervision.
- g. Carry out regular volunteer meetings to inform and develop volunteers.
- h. Maintain knowledge and awareness of current policy and legislation affecting volunteering, and make changes accordingly.

Increased Quality Data:

Healthwatch Birmingham Objective: We have a growing data set of quality feedback about Birmingham health and social care services, which has been categorised using our taxonomy.

To help us achieve this you will:

- a. Develop and implement our annual community engagement plan to ensure we are hearing from all demographic and geographical populations in our diverse city.
- b. Co-ordinate volunteers (and staff) to carry out regular community engagement activity focused on increasing the amount of quality feedback we hear from citizens about health and social care services. Target engagement activity meet identified gaps in our feedback data and to meet the requirements of our investigations and other projects, as directed by the management team.
- 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.
- d. Work with the Research and Policy Manager to develop volunteer data input roles to support the Research and Engagement Officer to input feedback obtained through our activities.
- e. Work across all projects to quality assure volunteer activity to ensure high-quality activity at all times and drive volunteer development opportunities.
- f. Support the input of experience data onto our CRM database and online Feedback Centre by utilising and supporting volunteers to input data.

Better decisions and prioritisation:

Healthwatch Birmingham Objective: We make better choices and decisions regarding how and to what we allocate resource, prioritising work that leads to maximum impact for Birmingham citizens.

To help us achieve this you will:

- a. Work with the Information and Signposting 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 Signposting 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 involvement in our Topic Identification and Prioritisation System to have their say on the work we do.
- d. Tailor ongoing community engagement activity to address any gaps in feedback data from key target populations as a result of our demographic monitoring.

Effective levers for change:

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

To help us achieve this you will:

- a. Work with the Research and Policy Manager to co-ordinate volunteers to support data collection as part of investigations 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 Research and Policy Manager to support our investigations and consultation responses.

Impact - Changes to services:

Healthwatch Birmingham Objective: Birmingham 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. Capture case studies of how volunteering has improved the lives of individuals involved with Healthwatch Birmingham.
- b. Support the development of our Impact Follow-up reports as directed by the Research and Policy Manager to hear the experiences of individuals using changed services.

Communications:

Healthwatch Birmingham Objective: 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 Communications and Marketing Manager to create marketing collateral for use on community engagement activity including leaflets about Healthwatch Birmingham and promotional merchandise.
- d. Monitor stock levels of marketing collateral and inform the Marketing and Communications Manager when more stock is required.
- e. As directed by the Communications and Marketing Manager, produce case studies, articles and news stories about your work to celebrate our achievements and successes.

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 Birmingham 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 Birmingham 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 Birmingham 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-focussed	<p>We make decisions based on the strategic goals and mission of Healthwatch Birmingham 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	<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 Birmingham.</p>

	and reducing inequality	We understand the policy environment for Patient and Public Involvement in health and social care and where Healthwatch Birmingham fits.
6	We are resolute	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.

Employee Specification

Essential knowledge, skills and experience:	
1.	Experience of building and maintaining key relationships across a range of statutory, voluntary and community organisations.
2.	Demonstrable experience of engaging a range of diverse communities, with the knowledge and skills to overcome barriers.
3.	Demonstrable track record of making things happen; a visibly, proactive and driven approach to getting things done. An ambitious and can-do attitude, able and comfortable to work with minimal supervision.
4.	Demonstrable experience writing, developing, implementing and maintaining quality assurance processes and policies, ideally within a volunteer training environment.
5.	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.
6.	A proven, strong commitment to the principles of active citizenship and volunteering, including experience of working within a volunteer/user-led environment. Demonstrable experience of engagement and public involvement.
7.	Educated to degree level or equivalent experience.
8.	Proven track record of facilitating complex forums/networks and working with volunteer's competing demands.
9.	Demonstrable ability to project manage, building team support for success against competing deadlines.
10.	Proven experience of the full spectrum of volunteer co-ordination including leadership, effective quality assurance, training and empowerment of volunteers to achieve clear organisational objectives. Proven ability to inspire and motivate large, diverse groups of volunteers.

Essential knowledge, skills and experience:

11. ICT literate and familiar with a range of basic software packages and social/digital media.

Other knowledge, skills and experience

1. Passionate, articulate and knowledgeable about citizen involvement in health and social care (or other sector) with proven actionable knowledge and understanding of relevant policy including the role of volunteering, and of the constraints, levers and incentives operating in this space.
2. Proven experience of developing and using personal influence to achieve strategic objectives.
3. Knowledge and understanding of Birmingham and its diverse communities.
4. Demonstrable evidence of personal values being compatible with and aligned within Healthwatch Birmingham values.
5. Highly accomplished, motivational verbal and written communication skills with the credibility and gravitas to represent Healthwatch Birmingham at the highest levels of governance on one hand and with the most seldom heard communities of people and those who represent them on the other.
6. Grassroots experience gained in VCSE or similar sector environments, proven experience working with diverse communities and a commitment to and knowledge in equality and diversity in health and social care.
7. Strong attention to detail skills in the production of reports and paperwork.
8. 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,
9. The ability to challenge the status quo and encourage others to contribute and make rational decisions.