

JOB DESCRIPTION

TITLE:	Projects Officer, Healthwatch Lewisham
ACCOUNTABILITY:	Operations Manager, Healthwatch Lewisham
SALARY SCALE:	£21,000 – £24,000 FTE
HOURS:	37.5 hours per week including some evening and weekend work for which time off in lieu is granted
LOCATION:	SE23 2LB , Lewisham (office base), with regular community work taking place across the borough of Lewisham.
HOLIDAYS:	25 days, plus 8 statutory days

This is a community and office based role, encompassing both face-to-face community engagement and outreach elements, alongside office-based aspects.

PURPOSE OF JOB

The postholder will be responsible for delivering Healthwatch Lewisham's community research and intelligence work: high quality data capture and management, engagement design, analysis and report-writing, and promotion and communications thereof. They will help meaningfully investigate and clearly capture people's needs, experiences and opinion, via research studies and Enter & View visits, so that Healthwatch Lewisham can effectively drive improvements to health and social care services.

The postholder will also:

- Support the delivery and expansion of general and targeted community outreach and engagement programmes
- Support the Patient Experience Officer with partnership building including community groups, patient's groups and other relevant stakeholders
- Work alongside the Operations Manager to promote the patient voice and influence decision-makers using our evidence base
- Help signpost the public to resolve challenges in accessing health and social care services
- Work closely with volunteers to benefit from their input into research and Enter & View programme areas
- Work closely with the YVHSC volunteer hub to support overall volunteering at HWL (retention, communication, admin)
- Support the organization in communication, maintaining and expanding our website and social media presence

RESPONSIBILITIES

Research, intelligence and influence

1. Lead HWL research and Enter & View visits. This entails:
 - Conducting background research and seeking support of relevant colleagues to ensure activities (surveys, interviews, focus groups, Enter & View visits etc.) are well designed in line with desired outcomes and good research practice.
 - Rigorous analysis and interpretation of data gathered from research studies and Enter & View visits, including both qualitative and quantitative analysis.
 - Leading on the production of quality evidence-based HWL reports, presenting findings clearly and persuasively to broad audiences, and making recommendations for the improvement of health and care services.
 - Building necessary partnerships with relevant stakeholders to develop and co-produce the work.
 - Ensuring that recommendations for improvement are followed up on with relevant stakeholders and monitored to drive the impact and influence of patient
2. Maintain and develop systems to manage data and intelligence gathered from HWL research studies and Enter & View visits as well as engagement activities and information and signposting cases to ensure data quality and useful recording of intelligence.
3. Support colleagues to provide accurate evidence in response to intelligence requests (such as from the Care Quality Commission and to public consultations), and commentary on local services and decisions (including hospital trusts' annual Quality Accounts).
4. On occasion, represent HWL at appropriate meetings and committees with local providers and commissioners, deploying evidence-based, patient-focused insights to influence decisions. This will include presentation of reports.

Community Engagement and outreach

5. Deliver effective outreach and engagement activities that support the delivery of organization's workplan including research studies and Enter & View visits including surveys, interviews and focus groups.
6. On occasion, support team members with outreach activities including stalls and attending community events.
7. On occasion, attend external public events to support the user voice, raise HWL's

profile and stay informed.

Communications and promotion

8. Produce engaging and accessible communications materials to promote research study activities and Enter & View visits, including copy writing content appropriate to diverse audiences, and proofreading/quality checking.
9. Design effective and impactful reports, report summaries, infographic documents, presentations and social media headers to promote these in an accessible way to diverse communities.
10. Utilise Healthwatch England resources, brand guidance and materials to deliver professional, effective communications, reports and promotional materials.
11. Lead on maintaining the website and social media accounts to promote the work of HWL including research studies and Enter and Views.

Information and signposting

12. Lead on providing information on health and social care services to all sections of the local population, signposting people to support to access services and resolve difficulties.

Volunteers

13. Work in a productive and supportive way to manage Research and Enter & View volunteers to develop and maintain their participation in these programme areas
14. Working closely with the YVHSC Volunteer Hub, oversee volunteering for other areas of the Healthwatch Lewisham service eg Patient Experience, with a focus on supporting retention, communication and admin.

General

15. Help to build positive and productive relationships with other organisations, including voluntary and community groups, decision makers, commissioners and funders, Healthwatch England, other local Healthwatch organisations, and the Care Quality Commission.
16. Support the HWL Manager to work effectively with the HWL Advisory Committee, including through occasional provision and presentation of papers and contribution to discussions.
17. Help to scan the horizon for upcoming policy and service changes at national and local level, identifying opportunities and pressures. In particular, monitor the quality of local services as assessed by organisations such as the Care Quality

Commission.

18. Undertake other tasks from time to time and as appropriate, that may be required by management in line with the goals of the organisation.

In common with all YVHSC staff

19. To participate in supervision and appraisal and undergo training as necessary, taking responsibility for one's professional development.
20. To work as part of the Healthwatch and wider YVHSC teams by participating in meetings, working collaboratively with other staff, and communicating internally.
21. To complete timely monitoring reports and contribute to Annual Reports as required.
22. To provide input into strategic planning.
23. To work within HWL's contract and legal and statutory duties, and all of YVHSC's protocols and policies, including financial controls, administrative records, and the Health and Safety, Equal Opportunities, and DataProtection policies.
24. To help to ensure that equality of opportunity and respect for diversity are integral to the organisation's work.
25. To support YVHSC and Healthwatch Lewisham's vision and strategic objectives.

WHO WE ARE LOOKING FOR: PERSON SPECIFICATION	Essential	Desirable
Skills and experience		
Strong performance at degree level, or equivalent qualifications or experience	x	
Strong research and analysis skills and experience including: <ul style="list-style-type: none"> • Background research, literature or policy review • Knowledge of qualitative and quantitative research methods (e.g. survey, interview, focus group design), and practical experience using some of these methods sensitively with diverse groups • Qualitative and quantitative analysis • Policy/service improvement-focused research 	x x x	x
Demonstrated ability to digest and scrutinise large amounts of information efficiently and extract key relevant points	x	
Track record of rigorous data management and ensuring data quality	x	
Outstanding writing skills, including report writing and copy writing for a variety of audiences	x	
Experience of making effective recommendations for policy or service improvement		x
Good skills in and familiarity with Excel; competence in Word and contributing to websites	x	
Previous use of digital communications and marketing tools, online survey design tools and video conference software such as Zoom and Microsoft Teams	x	
Demonstrated ability to clearly and persuasively present findings and recommendations verbally to a variety of audiences	x	
Networking and influencing skills: <ul style="list-style-type: none"> • Demonstrated ability to build positive, professional relationships with a range of external individuals and organisations • Demonstrated ability to deliver constructive feedback appropriately in a tactful and diplomatic way and influence decisions 	x	x
Experience of coordinating or supporting public events such as focus groups and Q&A sessions		x
Experience of, or demonstrated personal skills required for, sensitively supporting people facing difficult circumstances	x	
Interests and knowledge		
Passion for quality public health and care services and understanding of the role of patient voice in achieving this	x	
Knowledge of health and social care systems and the challenges facing them		x
Appreciation for the challenges faced by disadvantaged people and those from diverse seldom heard communities, and commitment to tackling inequalities	x	

Understanding of local and/or health services decision making and how it can be influenced		x
Personal qualities and work style		
Adaptable, willing to learn and with a strong work ethic	x	
Able to show initiative and constructively approach challenges	x	
Able to work flexibly and collaboratively as part of a small team	x	
Organised, with ability to work on a range of projects at once, and meet deadlines	x	
Able to apply structured, critical thinking, attention to detail, accuracy and rigour	x	
Reliable	x	

ADDITIONAL INFORMATION

Annual Leave: 25 days Annual Leave in addition to bank holidays. The leave year runs from 1st April to 31st March.

Pension scheme: There is a company pension scheme to which employees currently contribute 3% of their salaries and the employer contributes 5%.

Probationary period: The appointment will commence with a probation period of six months which may be terminated at a month's notice by either side during the period.

Other: Successful applicants will need to prove their entitlement to work in the UK and will be subject to an enhanced DBS check.

Applications will be reviewed on a rolling basis.

To apply please apply with your CV and a covering letter addressing the person specification to info@healthwatchlewisham.co.uk