

## Job Description

<b>Job title:</b>	Engagement and Insight Officer
<b>Hours:</b>	24 hours (part-time)
<b>Salary:</b>	£23,312 per annum (pro rata part-time)
<b>Reporting to:</b>	Lead Officer, Healthwatch South Tyneside
<b>Responsible for:</b>	Engagement Services for Healthwatch South Tyneside

### Job purpose

Provide a comprehensive, consultative and participative expert service that reflects the diversity of the local population in order to ensure health and social care issues and gaps in services may be communicated effectively, addressed and progressed. Adopting group and partnership working, this is done through applying user involvement and engagement with local community and interested groups to enable residents and communities a stronger voice to challenge how health and social care services are provided locally.

### MAIN DUTIES AND RESPONSIBILITIES

#### The post holder will:

- Work with the Engagement Co-ordinator to develop an Engagement Plan in support of the Operations Plan
- Lead on the analysis and reporting of feedback gathered from engagement activities to provide insights about how health and social care services are operating in South Tyneside
- Produce statistical and qualitative information and reports from the feedback received from engagement activities
- Follow up on report recommendations
- Work with the Engagement Co-ordinator to plan and deliver face to face and digital engagement activities and projects
- Develop a network of strong relationships with local people and community groups to support timely information sharing on matters of local significance
- Work with the Volunteer Co-ordinator to ensure Healthwatch volunteers are involved, supported, and recognised for their work

- Deliver and produce written reports on ‘Check the Pulse’ and ‘Enter and View’ as per Operations Plan
- Contribute to the work of Healthwatch South Tyneside including providing information and signposting services and representing the organisation at public events
- Network with stakeholders including engagement, patient and service user experience professionals with the NHS, South Tyneside Council, Public Health and voluntary and community sector organisations
- Liaise with Healthwatch England and other local Healthwatch to support national/regional/local engagement activities as part of the Healthwatch network
- Responsible for delivering ‘Enter and View’ training
- Undertake any other reasonable and appropriate duties as may be requested

**Key responsibilities:**

- Analyse data collected following engagement activities, provide feedback, and produce written reports with recommendations and case studies
- Ensure efficient and professional data collection by collating and recording feedback and reporting information gathered
- Develop systems as required for staff, volunteers, and Board members to record the impact of Healthwatch South Tyneside’s work
- With the Engagement Co-ordinator develop and report on an annual plan of engagement activities that reach communities across South Tyneside
- Work with the Engagement Co-ordinator to plan and deliver face to face and digital engagement activities including workshops, focus groups and surveys to gather service users’ experience and views
- Ensure engagement activities are accessible to people with differing communication needs
- Provide reports and presentations to Healthwatch South Tyneside Board to show how the engagement plan is delivering the Healthwatch South Tyneside strategic plan
- Represent Healthwatch South Tyneside at relevant meetings and information sharing events with partners.

## Qualifications and skills

<p><b>Qualifications and professional skills</b></p>	<p>Qualified, or at least can demonstrate, advanced knowledge in some or most of following:</p> <ul style="list-style-type: none"> <li>• Typically may be, but not essentially, A' Level, BTEC or diploma qualified, and/or with up to 1 year's office - service experience.</li> <li>• Typical minimum 5 GCSE A-C including Maths and English (or equivalent).</li> <li>• Sound knowledge and experience of MS Word, Excel, PowerPoint, Outlook and Zoom and/or MS Teams</li> <li>• Ability/knowledge to update communication channels, to include Facebook and Twitter</li> </ul>
<p><b>Knowledge and skills</b></p>	<ul style="list-style-type: none"> <li>• Typically has experience in delivery of an expert service with specific skills in understanding of the principles and practices of:             <ul style="list-style-type: none"> <li>• providing a quality local health and social care involvement networking service</li> <li>• diversity</li> <li>• equal opportunities</li> </ul> </li> <li>• Typically has an active interest in, and an understanding of, the voluntary and community sector to ultimately deliver an exceptional service for HWST.</li> <li>• High level of interpersonal skills to understand volunteers and the general public and motivate colleagues within the team.</li> <li>• Ability to recognise conflict situations and address to a satisfactory conclusion for clients, volunteers and the team.</li> <li>• Ability to plan over 3 month's time horizon.</li> <li>• Ability to negotiate and influence to senior level, internal and external facing.</li> <li>• Ability to write management reports - to meet internal and external senior level approval.</li> <li>• Aware of where to find relevant policy and process information and/or whom to ask.</li> <li>• Advise and influence others, e.g. fellow colleagues and the Manager to consider actions based upon findings within Engagement Lead role.</li> <li>• Ability to plan, organise own workload.</li> <li>• A creative and innovative thinker - has strong interest in relating ideas to practical solutions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to initiate and develop projects using data from a variety of sources.</li> <li>• Ability to share or answer questions on own knowledge and/or expertise of the role to others.</li> </ul>
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**Other**

<b>Flexibility</b>	With notice, required to be flexible with days and hours worked. Normal working week: 24 hours, days and times to be confirmed.
<b>Hours</b>	Future service developments may require some out of hours working; frequent evenings and occasional weekends subject to operational needs.
<b>Travel</b>	May involve frequent travel and/or overnight stays. Ability to travel throughout the geographical area.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform.