

Job Description & Person Specification

Job Description

Job title:	Healthwatch Gloucestershire Youth Engagement Officer
Reports to:	Healthwatch Gloucestershire Manager
Salary:	£21,119
Hours:	Part time (25 hours) Occasional evening and weekend work may be required.
Location:	Quedgeley, with travel across the county and out of county
Contract:	18 month contract or secondment opportunity
Annual leave:	25 days pa (pro rata) and public holidays
Pension:	Contributory pension scheme (employer contribution 7% & employee contribution 5%)
DBS:	The successful candidate will need to undergo a Disclosure and Barring check

About Us

Evolving Communities is a Community Interest Company that helps local people and organisations shape the way health and social care services are run in their communities. Evolving Communities provides a bespoke consultancy service – specialising in research, evaluation and public engagement as well as supporting the work of independent health and social care champions Healthwatch Dorset, Healthwatch Gloucestershire and Healthwatch Somerset.

Our Vision

Our vision is for everyone to have a voice in influencing positive change in their health and care.

Our Mission

We will achieve our vision by:

- Working to inform, influence and provide insight on all areas of health, social care and wellbeing to help providers improve their services
- Delivering excellent Healthwatch services that empower local people and represent their views where it matters.

Our Values

Impartial – our independent, expert researcher produce evidence-based reports to inform strategic decision making in organisations.

Inclusive – we work with seldom heard communities, to share people’s experiences, views and ideas with key decision makers.

Collaborative – we work with all people as partners. People share their expertise with us and together we provide evidence for positive change in their communities.

Inspiring – through collaboration we create possibilities and motivate positive change.

Accountable – we are ethically driven, make the most of our assets and strive for organisational excellence. Our commissioned work is evidence-based, robust and of the highest standard.

Background

Healthwatch was set up nationally and locally by the Health and Social Care Act 2012. The national vision for Healthwatch is that it will be the independent champion for the public promoting better outcomes for all users of health and social care services. The underpinning principle is that of ‘no decision about me, without me’ meaning that service users and the public must be at the heart of all health and social care commissioning and delivery.

Healthwatch Gloucestershire is delivered by a community interest company called Evolving Communities which specialises in delivering high quality local Healthwatch. Healthwatch Gloucestershire will be representative of its diverse communities and provide intelligence, including evidence from people’s views and experiences, to influence the policy, planning, commissioning and delivery of health and social care in the county and beyond. We will provide information to help people access and make choices about services and signpost people to help them access independent complaints advocacy.

Healthwatch England supports local Healthwatch organisations and will provide guidance and support around website development and branding. <https://www.healthwatch.co.uk/>

About the role

The Youth Engagement Officer is an exciting and important role to engage young people across Gloucestershire. The role will lead an exciting new Healthwatch Gloucestershire Young Listeners project which aims to ensure the voice of children and young people in the county are listened to and heard by the people who buy, plan and run health and social care services in Gloucestershire . A team of 10 young people will be recruited to become Young Listeners who will then go out and engage with and listen to other young people on a variety of topics. The post holder will recruit, train and support the planning and delivery of activities to engage other young people in Gloucestershire. The post holder will work with the wider Healthwatch Gloucestershire team to deliver the project.

Job Summary

You will be required to:

- Project manage the project
- Recruit, train and support a team of 10 Young Listeners

- Work with the EC Communication team to design materials – logos, leaflets and images – to promote the project
- Identify opportunities for Young Listeners to carry out engagement working with groups and organisations across Gloucestershire
- Work with the Young Listeners to design their own engagement activities and data collection methods
- Provide support to the Young Listeners to carry out a minimum of 100 listening's
- Analysis the data to identify key messages and recommendations for commissioners and providers.
- Work with the Young Listeners to report on their findings, e.g. video, audio presentation.
- Produce final report
- Monitor the project and on a monthly basis provide an update including case studies as required

Team working and line management

You will

- Work within a small team and be willing to be flexible and adaptable in order to deliver our business
- be required to work evenings and weekends
- be line managed by the Healthwatch Gloucestershire Manager
- participate in the Healthwatch Gloucestershire team meetings and contribute to any organisation-wide activity as required by the Chief Executive.

Main duties and responsibilities

Standard responsibilities for all staff

- To be an ambassador for Healthwatch Gloucestershire and Evolving Communities, promoting, embodying and upholding our values with all stakeholders.
- Promote and raise awareness of Healthwatch Gloucestershire and Evolving Communities and keep up to date with health and social care developments.
- Work closely with all other members of staff to share good practice and learning.
- Provide monitoring information as required by commissioners, Healthwatch England or other relevant body, in an accurate and timely manner.
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- Work collaboratively with other local Healthwatch organisations where appropriate.
- Undertake any reasonable tasks, responsibilities and activities as requested in order to ensure the smooth running of the organisation.
- Maintain personal and professional competency and appropriate development.
- Act at all times within the rules, policies and procedures of Evolving Communities.

- Ensure that all activities are carried out with due regard to the diversity within the county of Gloucestershire and within an Equal Opportunities Framework

Person Specification

Criteria	Essential	Desirable
Education	<ul style="list-style-type: none"> • Good standard of general education 	
Experience	<ul style="list-style-type: none"> • A minimum of 2 years' experience of working directly with young people. • Experience of supporting, delivering and evaluating high quality sessions and activities with young people • Strong commitment to young people and a thorough knowledge of the issues facing young people • Experience of organising and supporting events • Demonstrable experience of engagement with individuals and/or with communities • Experience of analysing data and producing reports • Experience of facilitating focus/discussion groups • Experience and evidence of building contacts within the youth and community sector 	<ul style="list-style-type: none"> • Experience of project work • Experience of giving presentations and/or speaking in groups settings • Experience of working with volunteers and evidence of supporting their needs
Knowledge	<ul style="list-style-type: none"> • General awareness of the work of the Healthwatch service • An understanding of diversity and equality issues • Awareness of safeguarding; health and safety and data protection practices including confidentiality • Knowledge of different engagement techniques and methods • 	<ul style="list-style-type: none"> • Understanding of current health and social care issues both locally and nationally • Knowledge of local health and social care organisations
Skills	<ul style="list-style-type: none"> • Full computer literacy (including Microsoft Office) • Proven organisational skills • Excellent interpersonal skills and ability to relate well to people from diverse backgrounds • Good communication skills, written and verbal 	
Personal attributes	<ul style="list-style-type: none"> • A people centred person willing to listen to other's experiences • Enthusiastic and committed to work 	

	<ul style="list-style-type: none"> • Proven ability to work on own initiative, plan own work programme and meet deadlines. • Ability to work as part of a team. • Willingness to take on different tasks as the role develops to meet the needs of the organisation 	
Availability	<ul style="list-style-type: none"> • Must be a car driver with a valid driving licence or have access to transport with appropriate business insurance in order to travel to meet the needs of the service. • Willingness to work evenings and weekends as needed. • Ability to travel independently where required 	