

## **ROLE DESCRIPTION**

**Role :** Community Voice & Development Lead – West Cornwall

**Responsible to:** CEO Healthwatch Cornwall

**Hours:** Part timeTime: 21 hours per week

**Location:** Hybrid: Newham Office Truro, home and community based

**Actual Salary:** £15,900 per annum[£26,500FTE]

**Contract:** Fixed until May 2029

### **About Us**

We are an organisation dedicated to amplifying the voices of people in Cornwall who have shared their experiences in health and social care. By collaboration with stakeholders, effective engagement, collecting and analysing public feedback, we work to drive improvements in local services and ensure that people's voices are heard by decision-makers.

### **Role Overview:**

At Healthwatch Cornwall, we're looking for people who are passionate about engaging with others and committed to improving health and social care services across Cornwall. Whether it's connecting with people at a community centre, listening to someone's lived experience at an event, or representing Healthwatch at outreach activities – this role is about

meaningfully engaging with communities, capturing their voices, and ensuring they are heard where it matters.

The purpose of this role is to develop and coordinate Healthwatch Cornwall's community voice activity across West Cornwall, ensuring that residents' experiences of health and care services are actively heard and inform system improvement.

The role will coordinate listening hubs, community engagement activity and local partnerships, while gathering "Have Your Say" feedback that contributes to Healthwatch insight, reports and system discussions.

The postholder will act as the local coordinator for community voice activity in West Cornwall, ensuring that engagement opportunities are organised, visible and productive, and that feedback from communities is captured and evidenced.

The role will focus particularly on communities whose voices are often underrepresented in engagement activity across Cornwall, helping to ensure their experiences inform the work of Healthwatch Cornwall.

In addition, the role will support the development of future community voice initiatives and projects in West Cornwall, identifying opportunities that strengthen the long-term sustainability of independent public voice in Cornwall.

## **KEY RESPONSIBILITIES**

### **Community Voice Coordination – West Cornwall**

Coordinate and develop Healthwatch Cornwall's community voice activity across West Cornwall by building relationships with local communities, organisations and partners.

Identify opportunities for engagement and ensure Healthwatch maintains a visible and accessible presence within communities across the area.

### **Planning & Scheduling**

Plan and coordinate a monthly programme of community engagement activity across West Cornwall, ensuring regular opportunities for residents to share their experiences of health and care services.

This includes:

- Identifying and scheduling Listening Hub sessions across different communities
- Planning engagement visits to community organisations, groups and events
- Coordinating engagement opportunities within appropriate health and care settings where possible
- Working with the Marketing & Communications team to promote engagement activity in advance
- Maintaining an overview of engagement activity across West Cornwall to ensure consistent community presence

Engagement activity should ensure a balanced programme of listening hubs, community visits and engagement opportunities across the month.

### **Listening Hub Coordination**

Develop and coordinate a network of Listening Hubs across West Cornwall, working with community venues, parish councils and local organisations to create regular opportunities for residents to share their experiences of health and care services.

Responsibilities include:

- Identifying suitable venues and community partners
- Coordinating and scheduling Listening Hub sessions
- Working with the Marketing & Communications team to promote sessions and increase community awareness
- Maintaining an overview of Listening Hub locations and engagement opportunities across West Cornwall

## **Community Engagement Delivery**

Plan and deliver engagement activity across West Cornwall through listening hubs, community visits, local events and partnerships with organisations and services.

Engagement activity should prioritise communities whose voices are often underrepresented, ensuring their experiences inform the work of Healthwatch Cornwall.

Engagement activity may include:

- Listening Hub sessions in community venues such as libraries, parish halls and community centres
- Engagement with community organisations and voluntary groups
- Attendance at community events and local gatherings
- Engagement opportunities within health settings where appropriate (e.g. hospitals, community hospitals or health events)
- Outreach with specific communities including fishing communities, veterans groups, young adults, minority communities and Gypsy or Traveller communities

Engagement activity should ensure regular and visible community presence across West Cornwall.

## **Feedback Collection**

Gather residents' experiences of health and care services through Healthwatch "Have Your Say" feedback forms during engagement activity.

Completed feedback forms should be submitted to the Healthwatch team for processing and entry onto the CRM system.

## **Engagement Targets**

Engagement activity must produce measurable outcomes.

### **Months 1–3**

Minimum 50 pieces of "Have Your Say" feedback per month

### **From Month 4 onwards**

Target increases by 20% to 60 pieces of feedback per month

### **Insight Contribution**

Provide a Quarterly West Cornwall Insight Briefing highlighting key themes, emerging issues and community concerns identified through engagement activity.

These insights will contribute to Healthwatch reports, research and wider system discussions.

### **Recording, Evidence & Impact**

Engagement activity must be clearly recorded and evidenced to ensure community feedback contributes to the wider work of Healthwatch Cornwall.

The postholder will:

- Maintain a West Cornwall Engagement Tracker to record listening hubs, engagement visits and community contacts
- Ensure completed Have Your Say feedback forms are submitted for processing
- Contribute to identifying themes, trends and emerging issues from engagement activity
- Support the development of impact evidence demonstrating how community voices influence services and decision-making

### **Organisational Contribution**

The role operates as part of the wider Healthwatch Cornwall team and will therefore:

- Attend monthly full team meetings
- Meet regularly with the CEO to review activity and priorities
- Contribute insight and intelligence to support Healthwatch reports and work programmes

### **Working Pattern**

This role is 21 hours per week (3 days) and will involve a mixture of community engagement, coordination and development activity across West Cornwall.

While flexibility is required to respond to community opportunities, the role will typically involve a balance of:

- Community engagement activity and relationship building
- Listening Hub sessions
- Planning, coordination and insight development

This ensures a consistent and visible Healthwatch presence across West Cornwall communities.

### **Success Measures for the Role**

Success in this role will be demonstrated through:

- Establishment and coordination of a network of Listening Hubs across West Cornwall
- Delivery of a consistent programme of community engagement activity
- Achievement of agreed monthly “Have Your Say” feedback targets
- Development of strong relationships with community organisations and partners
- Delivery of Quarterly West Cornwall Insight Briefings
- Ensuring the voices of communities who are often underrepresented are heard and reflected in Healthwatch work

**Person specification: Community Engagement Officer**

<b>Qualifications &amp; Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	Educated to degree level or equivalent	Degree in Health and Social Care
<b>Knowledge &amp; Experience</b>	Experience of community engagement, outreach or partnership working, understanding of the importance of community voice in improving health and care services.	Knowledge of Healthwatch or similar Community voice organisation
	Experience building relationships with community organisations or groups. Awareness of barriers some communities face when accessing services or participating in engagement.	Experience working with seldom-heard or marginalised communities
	Ability to plan and coordinate engagement activity independently. Understanding of rural and coastal communities in Cornwall	Experience working across rural or geographically dispersed communities

	Experience facilitating or gathering community feedback or lived experience insight	
	Ability to identify emerging themes or issues from community conversations	Experience identifying community partnerships or collaboration opportunities
<b>Skills</b>	<b>Essential</b>	
	Strong communication and relationship building skills	
	Ability to work independently and manage time effectively.	
	Good organisation and planning skills, ability to prioritise.	
	Ability to engage confidently with a wide range of communities and stakeholders	
	Ability to summarise engagement insight clearly	
	Full UK driving licence and access to	

	own car that can be used for business [milage paid]	
<b>Personal Attributes</b>	<b>Essential</b>	
	Approachable and able to build trusted relationships with communities	
	Self-motivated and comfortable working independently	
	Committed to ensuring people’s voices are heard and represented	
	Flexible and adaptable to respond to community opportunities	

This role is perfect for some one who enjoys working both independently and collaboratively in supporting service improvement, engaging with our communities and capturing their experiences and is comfortable in a flexible, part-time capacity.

*This job description outlines your main tasks and responsibilities but you may be required to undertake further duties when necessary.*