

JOB DESCRIPTION

Job Title:	Engagement Project Officer
Responsible to:	Engagement and Volunteering Manager
Salary:	£23,513 per annum based on 35 hours a week (pro-rata £18,810.40 for 28 hours)
Hours:	28 hours per week
Location:	Flexible with office base in Truro and opportunity to work from home as conditions dictate. With some work at various sites across the county.
Contract:	Fixed term contract until 30 March 2024

Organisational Expectations

Healthwatch Cornwall aims to provide a high quality service to the public and to our stakeholders, adhering to the principles of best practice, promoting equal opportunities and working positively with all of Cornwall's diverse communities. Healthwatch is a forward-thinking organisation and the people who work for us must be committed to developing and enhancing the services we provide.

Job Purpose

The primary purpose of the Engagement Project Officer involves organising and attending local engagement activities and promoting Healthwatch Cornwall (HC) either virtually or face to face at local events and in the community. You will work with and support a number of volunteers, as well as contributing to the wider operational team, particularly with research activity. Due to the nature of the role, it is a requirement that you have access to your own transport.

You will be working flexibly within our team who cover Engagement primarily (digital and face to face), but also Research, Volunteering and Special Projects, and to develop, co-ordinate and deliver ways of listening to the general public and ensure their priorities and needs are heard by those who plan, run and regulate health and social care services.

Main duties and responsibilities

Engagement specific:

- Develop and update outreach and engagement plans, ensuring all internal administration is kept up to date
- Manage and co-ordinate attendance at events with statutory and voluntary sector stakeholders, developing our own engagement events/activities as appropriate

- Conduct active engagement and outreach with all groups - including those who do not generally come forward to engage - with a focus on finding new and innovative ways to engage
- Provide coherent and concise information to third parties when attending and supporting engagement and outreach events

General project work:

- Maintain close coordination and cooperation with the Research Manager and Project Manager and be proactive in order to support intelligence gathering and specific projects when required
- Be involved in the design of suitable resources and materials in line with HC branding and in liaison with the Communications Manager
- Write reports and prepare documents in line with HC's influencing function where needed
- Support and develop Healthwatch Cornwall volunteers within your role, in accordance with the Volunteer Development Plan
- Support with data entry as required
- Team support for large events or projects, as needed
- General support across the Healthwatch team as and when required

Key competencies:

- Actively participate in team meetings and attend other external meetings as advised by the line manager
- Support the Management team and other workers in ensuring the aims and objectives of Healthwatch Cornwall are achieved to a high standard
- Take all reasonable precautions to ensure the health and safety of yourself and others in accordance with Healthwatch Cornwall's health & safety manual
- Adhere to organisational policies and procedures
- Contribute to the achievement of annually set individual and team targets relating to the Business Plan
- Actively participate in regular 1:2:1s and annual appraisal
- Represent Healthwatch Cornwall in a knowledgeable and professional manner at all times
- Maintain appropriate professional boundaries at all times
- Identify own training and development needs in conjunction with your line manager and participate in training opportunities as agreed

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, within other areas of work within the scope of Healthwatch Cornwall.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role - the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Healthwatch Cornwall.

PERSON SPECIFICATION

Project Officer (Engagement)		
	Essential	Desirable
Education Qualifications:	Educated to A Level standard	Educated to Degree level
Experience / Knowledge:	At least 2 years' experience within a health and social care organisation, or in a similar coordinating role	Familiarity with the public, voluntary and community sector in health and social care
	Demonstrable background in organising, prioritising and supporting meetings and events	Experience in co-ordinating large scale public engagement events
	Proven ability of working under pressure, prioritising workloads and meeting deadlines	Supporting volunteers by developing training programmes to promote skill sets
	Working with and supporting volunteers	Experience in using creative engagement and facilitation techniques
	Development of resources suitable for different audiences	Previous experience in social research and report writing
	Confidence to deliver oral presentations or workshops to a variety of audiences	
	An understanding of the principles of research as applied to evaluating services	
Skills/ Personal Attributes:	Excellent IT skills including Microsoft Office (Word & Excel) and Outlook	Qualification or training in counselling, education or similar
	Excellent interpersonal skills and the ability to communicate clearly in verbal and written communication	Desire to develop and increase levels of responsibility
	Ability to work on tasks with very little supervision	Ability to connect with a wide range of people
	Demonstrate initiative and be self-motivated and innovative in approach to problem solving	
	Ability to work as part of a team but when required to take the lead in managing a set of tasks from start to finish, making appropriate and competent decisions	
	Be flexible, proactive and adaptive to the demands of the project	
	Car owner and driver who can use car for business purposes	
	Accustomed to working in a busy environment and able to deliver on multiple tasks running at the same time	