

## **JOB DESCRIPTION**

**Role : Project Officer - Partnership Boards Engagement**

**Responsible to : Engagement and Volunteering Manager**

**Hours : 21 hrs**

**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 so a car user is essential.**

**Salary : £23,513 per annum (based on 35 hours a week; pro-rata = £14,108 for 21 hours)**

**Contract : Fixed Term to 31 March 2024 (subject to external contract)**

### **Background**

Healthwatch Cornwall is one of 152 local Healthwatch formed in response to the Health and Social Care Act 2012. Healthwatch England provides representation at national level and Healthwatch Cornwall is funded by the Department of Health via Cornwall Council.

Our vision is to inspire positive change in Cornwall's health and social care system through effective public engagement. We exist to ensure people and communities have a strong voice to influence and challenge how health and social care services are provided within their area.

Healthwatch Cornwall (HC) is a Community Interest Company (CIC) who act as a 'critical friend' to the commissioners and providers of health and social care services to enable progressive and beneficial decisions to be made.

### **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**

Healthwatch Cornwall holds a contract with Cornwall Council (CC) to coordinate the work of four Partnership Boards: Learning Disabilities, Carers, Autism and Older Persons. The membership of each board consists of people with professional and lived experience who come together to discuss a variety of issues, and provide input into local strategies and policies with a key role in influencing decisions.

The Project Officer will assist the current Partnership Boards Officer in coordinating and managing the running of the Boards in liaison with the Board Chairs, Cornwall Council and partners from across health and social care. This involves facilitating engagement in, and development of, health and social care strategies and plans in line with local requirements and the NHS Long Term Plan, organising regular meetings and ensuring actions are progressed.

Continuous engagement is required with and across target groups to identify ongoing and emerging issues and to ensure diverse representation, including from people whose experiences are not being heard.

Direct engagement with and support for self-advocates with learning disabilities and/or autism is a key element of the role.

## **RESPONSIBILITIES**

### **Partnership Boards**

- To support the Partnership Boards Officer (PBO) in the development and maintenance of Board Terms of Reference, strategy and action plan documentation.
- To, jointly with the PBO, ensure that representation on the Partnership Boards is diverse and appropriate to ensuring that their Terms of Reference are met. This will include engaging with potential new members and developing relationships with other related organisations from which representation and feedback can be gained.
- To liaise with colleagues across health and social care to ensure matters are raised appropriately and progress/resolution is sought.
- To liaise with colleagues at Healthwatch Cornwall to ensure that issues raised through Partnership Boards work is logged and cross-referenced with the wider work of the organisation. This will involve cross-working within the organisation.
- To support the PBO in the coordination and management of Partnership Board meetings and associated groups as required. To include assisting with the setting of agendas, facilitating meetings when required, monitoring and documenting progress.
- Jointly with the PBO, co-ordinate meeting/event logistics, ensuring venues are booked, attendee lists are maintained, and timely and accurate meeting notes are taken and distributed within agreed timeframes.
- To produce easy read materials as required (training will be provided, if required).
- To ensure support is in place for self-advocate Co-Chairs to effectively participate in the planning of meetings and to participate in meetings.

### **Information Management**

- To maintain Partnership Board records on the database.
- To compile information to assist the PBO in the preparation of reports.

### **General**

- 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 and 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
- General support across the Healthwatch team as and when required

*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, across 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 - Partnership Boards Engagement**

|                                     | <b>Essential</b>  | <b>Desirable</b>   |
|-------------------------------------|---|--|
| <b>Qualifications:</b>              | Educated to A Level or equivalent   | Educated to Degree level   |
| <b>Experience / Knowledge:</b>      | Experience of working with people with learning disabilities and/or autism, or with older people or carers - this could be in a service delivery or administrative role | Experience of working with the public, voluntary and community sector or health and social care service providers. |
|                                     | Familiarity with the voluntary and community sector   | Awareness of the issues affecting communities regarding health and social care within Cornwall                     |
|                                     | Proven ability to work under pressure, prioritising workloads and meeting deadlines   | Experience of report writing   |
|                                     | Experience of organising and facilitating meetings and/or engagement events   | Experience of note taking or minuting meetings   |
|                                     | Confidence to lead meetings/events with a diverse audience  | Experience of developing resources suitable for different audiences  |
| <b>Skills/ Personal Attributes:</b> | Excellent IT skills including Microsoft Office  |  |
|                                     | Experience of using databases   |  |
|                                     | Excellent interpersonal skills and the ability to communicate clearly   |  |
|                                     | Ability to work on tasks with minimal supervision, be self-motivated and innovative in approach to problem solving  |  |
|                                     | Ability to work as a team member 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   |  |
|                                     | Exceptional coordination and administrative skills with meticulous time management  |  |
|                                     | Accustomed to working in a busy environment and able to deliver on multiple tasks running at the same time  |  |
|                                     | Attention to detail and accuracy  |  |
|                                     | Ability to travel independently around Cornwall   |  |