

JOB DESCRIPTION

Role : Research and Engagement Officer

Responsible to : Project Co-Ordinator (Core)

Hours : 35

Location : Hybrid-negotiable (Truro office/community/home working)

Salary : £27,411-£29,591 FTE (Grade 2)

Contract : Fixed Term to 31 May 2029 (subject to external contract)

Background

Healthwatch Cornwall (HC) 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 and Social Care via Cornwall Council.

Our vision is to inspire positive change in Cornwall's health and social care services through effective public engagement, and 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 is a Community Interest Company (CIC) and we 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.

Job Purpose

Our work is developed through inter-related projects. We choose priorities every year based on what local people tell us matters to them, and we also undertake bespoke projects that are commissioned separately from the core contract that we have with the local authority.

The Research and Engagement Officer will support the range of our work, working with the Research & Engagement Manager, the Project Co-Ordinator (Core) and members of the wider team as appropriate, to deliver focused pieces of research and to support engagement activities, with a view to inform potential future research opportunities. In addition, to provide a resource to be able to respond flexibly to ad hoc commissioned projects.

This is a varied role in a small team and it offers scope for development – there will be opportunities to lead on specific items of work. It is essential to understand the ways that service user voices can be used to shape and improve services; to relate to the diverse population in Cornwall, and to understand the contribution volunteers can make to projects.

RESPONSIBILITIES

Research & Engagement delivery

- Work with and support the Research & Engagement Manager (REM), Project Co-Ordinator (Core) (PCC) and wider team to identify potential research projects and support engagement activities
- Provide a resource to be able to respond flexibly to ad hoc commissioned work
- Work flexibly across research and engagement to deliver focused pieces of research
- Take part in the annual planning of projects, and work with the PCC and other relevant staff members to design and implement engagement projects, and to identify resources required
- Support evidence gathering for projects – this may include, for example, helping at outreach events or organising focus groups or conducting telephone interviews
- Ensure that our project planning takes account of the diversity of Cornwall's population
- Gather and effectively manage and interpret public feedback by collating views through research from a variety of sources including feedback from Project Co-Ordinators, survey results, focus groups, interviews etc
- Update research plans, and report on project progress as required

- Design and develop research methods to target specific audiences as appropriate
- Ensure that research project plans and systems encourage participation from under-represented and/or disadvantaged groups
- Support preparation of research findings – for example by transcribing and analysing interviews, or by researching relevant references
- Work with the REM and PCC in using statistical methods to analyse HC intelligence and generate meaningful info to identify trends and issues
- Work with PCC and other relevant staff to outline the data requirements for research projects, developing research approaches (surveys, focus groups, interviews etc) and conducting them as appropriate
- Support the production of research reports in conjunction with the REM and PC as required
- Assist the PCC and other relevant staff members to identify project marketing, resourcing and communication needs
- Support the PCC to ensure that all research/projects are delivered on-time, within scope and within budget

Enter and View engagement activities

- Conduct visits to various care homes across Cornwall
- Assess and evaluate care home facilities, services, and practices
- Gather feedback from residents, staff, and families regarding the quality of care
- Ensure care homes meet regulatory requirements and promote resident well-being.
- Document findings and contribute to reports for driving positive change.
- Advocate for the needs of vulnerable individuals within the care home sector.
- Support Healthwatch Cornwall's mission of promoting health and social care excellence

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
- Comply with organisational GDPR requirements
- 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 – RESEARCH and ENGAGEMENT OFFICER

	Essential	Desirable
Qualifications:	Educated to degree level or equivalent	Qualification in project management
Experience / Knowledge:	At least 2 years' experience in a similar project based role	Some understanding of health and social care services in Cornwall
	An understanding of the principles of research	Familiarity with the voluntary/community sector
	A demonstrable ability to manage processes	Experience of working with volunteers
	Good understanding of and commitment to the principles of equality and diversity, with experience of applying those principles in practice	
	Proven ability to work under pressure, prioritising workloads and meeting deadlines	
	An understanding of Enter and View requirements	
Skills/ Personal Attributes:	Excellent IT skills including Microsoft Office and project management software	Knowledge of data management for purposes of research (including fluent use of Excel)
	Excellent interpersonal skills and the ability to communicate clearly with a calm confident manner	
	Good negotiating skills and ability to manage conflict	
	Ability to work on tasks with very little supervision, be self-motivated and innovative in approach to problem solving	
	Ability to work as part of a management team member but, when required, to take the lead in managing a set of tasks from start to finish, making appropriate and competent decisions	
	Strong coordination with meticulous time management	
	Attention to detail and accuracy with the ability to transcribe accurately	
	Proven ability to work in confidence respecting confidentiality at all times	