

Engagement & Involvement Manager

Healthwatch Derbyshire hears what people have to say locally about health and social care services.

We strengthen the collective voice of patients and the public, so that service providers and commissioners listen to and use the information we provide to shape, inform and influence service delivery and design.

An Engagement & Involvement Manager you will lead and manage a small team to deliver our engagement and involvement function, delivered by staff, volunteers and the communications that underpin this.

This post will also act as a deputy to the chief executive when required, so presents a fabulous opportunity to take on a key role at Healthwatch Derbyshire.

This is a full time post, initially until September 2022, extended subject to funding.

Salary: £32,000

Hours: Full time - 37 hours

Closing date: Monday 15th November at 12 noon

Interview date: Thursday 25th November

Healthwatch Derbyshire has a strong commitment to equal opportunity and working with diverse communities. A Disclosure and Barring Service check will be conducted for the successful candidate.

Job Purpose:

- To manage, coordinate and lead the engagement and insight function at Healthwatch Derbyshire
- To work across the engagement, volunteering and communications function in the organisation to plan, manage and oversee our engagement and involvement activity
- To ensure that insight collected by Healthwatch Derbyshire is shared, utilised and valued to help inform, influence and create positive change working with individual providers, commissioners, and local, regional and national organisations
- To be the point of expertise on intelligence and insight for Healthwatch Derbyshire and report on outcomes
- To deputise for the Chief Executive as required by the organisation.

Key Tasks and Responsibilities:

Ensuring effective collaboration

- Support the Chief Executive to manage the interface with Healthwatch England, the Healthwatch Network and the CQC
- Maintain Healthwatch Derbyshire's Information sharing agreements with service providers and commissioners, and maintain good relationships with key personnel
- Develop and maintain good working relationships with partners across the health and care system
- To deliver events for Healthwatch including workshops, conferences and network events

- Co-ordinate responses to Quality Accounts.

Gathering intelligence and analysis

- Provide expert and timely analysis of people's views and experiences of health and social care services in Derbyshire, including managing and maintaining the theming logs for Intelligence, Insight & Action (IIA) subgroup
- Use knowledge and judgement to derive alternative information sources and methods of analysis as appropriate
- Identifying gaps in knowledge and look for ways to address these, working with partners where possible
- Contribute to the delivery of Healthwatch Derbyshire's engagement strategy to ensure that residents and patients are effectively consulted, listened to and have the opportunity to participate in Healthwatch Derbyshire
- Make full use of the Healthwatch database to share data and findings.
- Ensure that sensitive information is analysed carefully, correctly and appropriately.

Reporting

- Presenting information appropriately and effectively to communicate complex information to a wide range of audiences.
- Assist the CEO to ensure robust and accurate monitoring and evaluation systems are in place to record the outcomes of Healthwatch Derbyshire.
- Ensure that reports to key stakeholders are accurate, timely and of the highest standard.

Support and assist the Chief Executive

- In all aspects of quality control and assurance within Healthwatch, e.g, maintaining the ISO 9001 standard annually
- Working closely with stakeholders (including the media) to ensure that Healthwatch Derbyshire creates and promotes as assertive, credible presence and influence – locally, regionally and nationally
- Ensuring appropriate attendance, representation and input at key strategic formal and informal external meetings with Derbyshire Health and Social Care providers
- Ensure that Healthwatch Derbyshire is equipped and able to effectively carry out its statutory function and powers, with appropriate levels of intelligence, contacts and support inside and outside the organisation
- Planning for the long term sustainability of Healthwatch Derbyshire, including supporting the CEO with contract negotiations.

Standard

- Maintain up-to-date knowledge of health and social care systems and structures in Derbyshire
- Contribute to the development of Healthwatch through suggestions for ongoing improvement
- Undertake general administration in relation to your own role and the needs of the organisation
- Adopt a professional and friendly approach in understanding and responding to staff and customers' needs
- Comply with all policies and procedures, and work accordingly to best practice principles regarding equal opportunities, safeguarding and health and safety
- Undertake training as required to meet the requirements of the job description
- Carry out any other reasonable duties within the overall purpose of the post commensurate with the grade

- Work to the standards described in Healthwatch policies and joint management arrangements
- Willing to work flexible hours and travel across and outside the county.