Role Description & Person Specification: Outreach and Research Project Officer

Organisation: Wandsworth Care Alliance (WCA)

Reporting to: Healthwatch Manager

Purpose of role:

The main purpose of the role is to bring effective support to the Healthwatch Manager and Healthwatch Team in the delivery of Healthwatch outcomes and wider organisational objectives. Specifically, by undertaking such action as to; plan, organise and co-ordinate our gathering of local people's feedback and experiences of health and social care services, using a variety of methods. The post holder will capture and analyse the experiences gathered and will be responsible for drafting and finalising reports on findings.

The post holder will also communicate with stakeholders and attend meetings to influence change that may have been recommended in the reports.

These activities will require a collaborative approach and co-ordination with people across the organisational team, including volunteers, as well as external stakeholders.

Main duties:

- To prepare and undertake visits to health and social care services by researching and reading background information about the service being visited or topic being researched.

- To plan and co-ordinate the setting up of engagement/workshop events or research interviews and other aspects of the project, face to face and using digital means. To assist other colleagues with their outreach and information and signposting as necessary.

- To give presentations to introduce us and our work and encourage people to share their views.

- To set up information capture on our online survey system and paper based.

- To undertake online and other feasible engagement activities, events and visits to physical locations (subject to safety and practical considerations).

- To capture service user experience via online and telephone methods.

- To process feedback data using our online survey data entry system.

- To collate and analyse our data to produce findings and recommendations for a final report. Identifying trends and opportunities.

- To manage and co-ordinate the input and involvement of volunteers in tasks, such as report writing volunteers and outreach volunteers.

- To research and distil information about key health and care policy topics to present and describe key points to a variety of audiences including members of the public and senior staff in health and care. This will include writing content for communications.

- Answering questions from members of the public about health and social care services available and signposting to information.

- To assist the wider team and organisation's projects, including undertaking any other, short term activities as requested by the senior management team and providing support and cover for colleagues (where appropriate).

- Ensure that all activities are carried out with due regard to the law and to WCA policies and procedures.

- To represent and participate in meetings on behalf of the organisation.

Skills, experience and knowledge:

- Knowledge and understanding of health and social care service provision.
- Proven proactive project planning, organisation and co-ordination abilities, ensuring deadlines are met. Adept at organising and communicating progress.
- Proven experience of co-ordinating, liaising, negotiating, and working with others (staff, volunteers and others outside of organisation) to achieve deadlines and ensure updates on progress are communicated.
- Proven demonstration of good communication skills and the ability to talk and listen to people from all walks of life, from encouraging a wide section of individuals from our community to encourage people to take part in our surveys to speaking to and influencing senior people to engage with our work and act on our findings.
- Experience in community/service user research or engagement.
- Proven experience in collecting qualitative interview responses accurately and representing views shared without judgement.
- Proven experience in collating and analysing information from various sources and interviews with service users to produce a report summarising patient experience and views.
- Excellent written English skills, including accurate recording of information and writing reports in Plain English.
- Knowledge and experience of using online survey software such as Smart Survey, Microsoft Office, and particularly Microsoft Excel to analyse data and produce charts and diagrams. For the time being the ability to take part in, collaborate in and host online meetings on Zoom and Microsoft Teams will be necessary.
- Ability to undertake creative approaches to engagement digitally and to reach those who may be excluded from digital or other approaches.
- Education to post graduate level or equivalent.

Attitudes and values:

- Good interpersonal skills with the ability to work within a team.
- Self-motivated and flexible with a can-do attitude. Being able to work independently, yet proactive in collaborating with others and keeping the team up to date. Uses initiative and creative new ways of working, thriving on variety and managing a variable workload.
- Will uphold the impartiality and credibility of Healthwatch Wandsworth's independence.
- Handles information sensitively and confidentially with respect and discretion and observes principles of data protection.
- Commitment to promoting equal opportunities and a non-judgemental approach.

You must have the right to work in the UK and a DBS check will be required.

Duration: 35 hours per week (Monday-Friday) from mid-May 2021. Occasionally there may be a need to work out of hours, such as evenings and weekends, to be discussed if it arises. We can consider this role as a job share.

Currently we are working from home, but when safe to do so the person will be required to work within Wandsworth.

**To apply: email a completed application form to admin@wandcareall.org.uk
Application closing date: Midday Wednesday 14th April
Interview dates: w/c Mon 19th April to be confirmed.**