

Outreach Worker

(childhood immunisations)

(part-time)

Recruitment pack

October 2024



1. Our organisation

It's an exciting time to be joining our team. Set up in 2013 Healthwatch Islington has gone from strength to strength, winning local and national awards for the work we deliver. We've developed impactful partnerships with voluntary and statutory sector colleagues and influenced health and social care including improved outdoor spaces in care homes, raising the profile of communication needs including interpreting, simplified contacting social workers, supported hundreds of residents to get digital skills and access to reliable online health care information, helped increase uptake of cancer screening services, and improved the way that health checks are delivered to patients with long-term conditions. You can see more about our latest achievements in our Annual Report: <https://www.healthwatchislington.co.uk/report/2024-07-10/our-annual-report-2023-2024>

In September 2024 we've moved to new offices in Angel Islington (Claremont, White Lion Street) which will give us more space and will allow new partnerships to flourish.

Key projects

Healthwatch Islington develops our work plan based on feedback we're hearing from our communities and upcoming opportunities for influence with the health and care systems we seek to influence. Our current areas of focus include access to primary care, experiences of social care, early intervention and prevention within mental health, raising awareness of heart health, cancer screening and childhood immunisations. We are committed to engaging more men, and young people in our work.

We provide local residents with information about local services and their rights to access those. Over 95% find that information helpful and over 90% are able to act on that information. During the height of the pandemic we ran vital workshops on how to stay healthy, and at the start of the vaccine roll-out co-produced a factsheet that has been used by statutory and community partners to combat widespread misinformation. Our childhood immunisations work will build on this.

We are a small organisation, but we are ambitious about reaching the residents who are least likely to have a voice. We set up and lead a partnership of minority-led organisations and partners say that by working together we have made an impact for the communities they work with. <https://www.healthwatchislington.co.uk/our-partners>

We are part of a national network of Healthwatch organisations. Our Islington Theory of Change for measuring impact informed the national model. Staff and volunteers report feeling valued and we are led by an effective and supportive Board including members with lived experience of health and care services.

Our work with Islington's diverse communities means we have developed strong partnerships and are helping health and care services reach more widely into the community. As such we have been commissioned (on a short-term basis) to go out into communities and share information about keeping families healthy, including keeping your children up-to-date with routine vaccinations. The post-holder will be focussing on the specific wards of Bunhill, Caledonian, Canonbury, Finsbury Park, Hillrise and

Holloway where vaccine uptake is lowest and working with specific GP practices as well as the GP Federation's Call and Recall team and an additional provider of childhood immunisations, Vaccinations UK. You may have lived experience of using services or be from a minoritised community.

Our vision and values

Healthwatch Islington is working for improved health and social care outcomes for local residents.

We collect knowledge that reflects the diversity of needs and experiences within the borough and encourage people to feedback their honest views on services; use the evidence we gather to influence service delivery, provision and commissioning for the benefit of local people to improve their experience; reach out to and empower our local community to be informed about and involved in local services and exercise choice in taking up services; support the independent assessment and audit of local services.

We will work in ways which are:

- **Inclusive:** encouraging participation from people across the borough,
- **Influential:** using evidence from our community and knowledge of key policy to inform commissioning and delivery of services,
- **Responsive:** rooted in empathy and compassion, and up-to-date with policy so that our work is relevant,
- **Professional:** with integrity, treating everyone with respect,
- **Collaborative:** working with others to maximise the impact of our work.

2. Healthwatch Islington's Staff Team

Healthwatch Islington currently has ten members of staff. Our Volunteer Manager, supports our research and volunteers. Our Communications and Impact Manager helps us record and report our achievements and activities supported by our Data and Insight Coordinator. Our Partnerships and Engagement Manager co-ordinates our partnership work with local community organisations and oversees our Information and Advice service and our Mental Health Partnerships team. Our Chief Executive oversees the work of the team and is the link between the staff and our Board of trustees.

The post-holder will have a track record of engaging families and a passion for supporting people to make informed health decisions. You'll be a clear communicator, able to take complex information on the vaccination programme and make it clear, and a good listener, hearing residents concerns and ensuring our communications respond to these. You'll work across our team, alongside our Information and Advice Worker and potentially engage some of our volunteers. You'll also bring in Parent Champions and lead sub-contracted work with a local community partner to help us reach residents in a number of languages. You'll help us hear and collect resident stories. The information you organise will be analysed and reported to people responsible for health and care services and to local funders. Over time we hope the role could also offer support to our Diverse Communities Health Voice partners, a collective of grass-roots organisations delivering a range of welfare advice, well-being support and advocacy to local people and supporting Healthwatch Islington to reach out into our community.

Healthwatch Islington is a small, but effective and friendly team. Our staff and volunteers say that they feel valued and that they feel that they are making a difference for local people. If this appeals to you, then why not apply. We are keen to emphasise that applications are welcome from candidates who may have some but not all of the skills listed in the person specification. However, you must answer all the points in the person specification, so if you don't have experience of using a particular skill in a work environment, you can use examples from elsewhere.

3. The role

Community Out-reach (Healthy Families: Childhood Immunisations)

Role Description

12 month, fixed-term contract.

October 2024

Responsible to: Partnerships and Engagement Manager.

Terms and conditions: Part-time, 3 days a week (21 hours), pro-rated salary £18,522 per year with 15 days annual leave and 5% pension contribution. (Full time equivalent salary £30,870).

Primary Job Function

1. Provide clear and accessible information and advice to families, parents and organisations working with families about to the range of immunisations available

- to children under five and the value of uptake, as well as support with other health and well-being enquiries as they arise.
2. To gather the views and experiences of families in terms of accessing childhood immunisations to inform the outreach work and wider system.
 3. To develop, deliver and review a programme of outreach to reach as widely as possible within the respective wards, and across communities, proactively establish and maintain relationships with local partners in key Islington wards, working with families and children under 5. Key partners include voluntary organisations, GP practice staff, community centres, and may include leafleting estates in key areas where uptake of vaccines is low.
 4. To work with existing parent champions to ensure that they are briefed to engage families with whom they are working and to explore the development and recruitment of further roles should resources allow

Duties and Responsibilities

- Deliver a programme of out-reach, alongside other Healthwatch activity, to engage local families of children under five, seeking and generating activity across all sections of Islington's diverse population. This will include existing parent champions, managed and supported through Bright Start. It will also include partners subcontracted by Healthwatch Islington.
- Liaise with our partners and encourage knowledge sharing and partnership working. And seek out new partnerships to reach our target audiences.
- Undertake a briefing session with public health colleagues on the immunisations programme, and liaise with the team to ensure our advice and guidance is accurate, up-to-date and informed by residents' concerns and queries.
- Gather feedback from residents on their experiences of the childhood immunisations programme, access to it, and awareness of its aims.
- Listen supportively to queries, ensuring that their needs are understood, and that support offered, is appropriate to them,
- Record all queries and responses in line with our policies and procedures.
- Liaise with our Advice and Information Worker to provide residents with high quality, timely information and guidance on the health and care services available locally, and proactive support to enable residents to access these.
- Work closely with other team members on outreach and engagement to ensure we maximise the opportunities to share information on a wide range of subjects with residents.
- Monitor the service, using our Theory of Change (impact measurement) model, gathering feedback from users to inform development and prepare performance reports on the service.

The post-holder will spend part of their time each week delivering support in a range of locations including local nurseries, food banks and community centres.

Person Specification

The person specification is a picture of the skills, knowledge and experience required to carry out the job. It has been used to draw up the advert for the job and will be used in the shortlisting and interview process for this post. You should demonstrate on your application form how you meet the following criteria.

Essential

1. Ability to present complex information about the childhood immunisations programme in a clear, accessible way.
2. Excellent written and verbal communication skills.
3. Ability to empathise and listen non-judgementally, eliciting what is really important to our clients, whilst recognising the boundaries within which we are working.
4. Experience of working in partnership with community organisations and/ or volunteers.
5. Experience of gathering feedback from service users as a means of developing materials and service delivery.
6. An understanding of and commitment to equal opportunities and the implications for this role.
7. Ability to prioritise workload and work independently as part of a small team.
8. Ability to work occasional evenings and weekends by prior arrangement.

Desirable

9. Knowledge of health and care services in Islington, in particular those for families and children.
10. Knowledge of the diversity of the Islington population.
11. Knowledge of Childhood Immunisations.
12. Lived experience as a parent/ guardian/ carer of a child.

ADDITIONAL:

- At all times carrying out responsibilities/duties within the framework of Healthwatch Islington's policies and procedures.
- Ensure that duties are undertaken with due regard and compliance with relevant legislation, in particular Data Protection, Health and Safety and Equality legislation.

- To carry out additional tasks that may be required from time to time to achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed with the line manager.
- To undertake relevant training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- The post holder is expected to be committed to Healthwatch Islington's core values and to demonstrate this commitment in the way they carry out their duties.

4. The recruitment process

Interested parties will need to complete an application form outlining their experience and **how they meet the criteria in the person specification**. You will need to answer each criteria, both essential and desirable criteria. If you don't have relevant experience from work, you can include experience from volunteering, studying etc or include an example of what you would do to meet this criteria. Missing out criteria means you will score '0' against the criteria.

Applicants should send a completed application to megan@healthwatchislington.co.uk by **09:00am on Wednesday 6th November. Late applications will not be considered.**

You can send your completed Equality Monitoring Form separately to info@healthwatchislington.co.uk. This information will be treated as confidential and will not be used as part of our assessment process but will help us analyse our processes.

Interviews are provisionally scheduled to take place on Friday 15th November 2024.

Decisions will be made the following week and all interviewed candidates will be notified.

Safe Recruitment: This role falls under the remit of one for which Healthwatch Islington will undertake a DBS (police) check upon making an offer.

Access Requirements for the interview: If you have a disability or health condition that means you need us to make any adjustments to the interview process, please let us know and we will do our best to accommodate these. This will not affect your application.

You can call Maria, Chief Executive (Interim) on [07949 780695](tel:07949780695) to find out more about the role