

Communications & Volunteer Coordinator Recruitment Pack



August 2024

About Healthwatch Stockport

Healthwatch is a local and national health and social care champion, there is one in each local authority area in England. There are 10 Healthwatch in Greater Manchester, of which Stockport is one and we all are partners within the Greater Manchester Integrated Care System.

Healthwatch Stockport is an independent social enterprise organisation supporting the Stockport community to get the best out of their health and social care services through engagement and involvement in the commissioning and provision of local services.

We deliver statutory functions in line with the health and social care act: we obtain the views of local people about their needs and experiences of care and make those views known to leaders who commission, provide and scrutinise services in localities.

Our Strategy

Our strategy outlines our intentions to deliver our statutory functions in collaboration with our stakeholders. It describes how our work fits into national programmes such as the NHS 10-year plan and locally the Stockport One Health and Care Plan.

Strategic Objectives

1. Continue to develop a high performing, independent Healthwatch with strong leadership and governance, using our resources for greatest impact.
2. Ongoing provision of high-quality information and advice service to local people needed to support them and enable them to make informed choices using strength-based approach.
3. Ensure people and communities know that Healthwatch is here to listen and find out about their experiences of needing/using health, public health, and care services.
4. Actively seek the views of those underrepresented people and groups highlighting and addressing inequalities within services and reduce the barriers people face.
5. Act upon on what we hear to inform, support improvements in services and influence health and care policy and practice.

Our Vision

A world where we can all get the health and social care support we need.

Our Mission and Approach

To make sure the experiences of people and communities make health and care better for everyone.

Our Approach

Inform. We provide **independent information** about health and social care support and services that **works for you**

Helping you **stay well**



Involve. We **Independently** gather **your views** and ensure **you are listened to** about what works well and what could be improved.

We identify trends and themes and we use it as evidence to **Act upon** and support our influence.



Influence. We work and **partner** with those that **run services** to ensure improvements are made because of **what you said**.

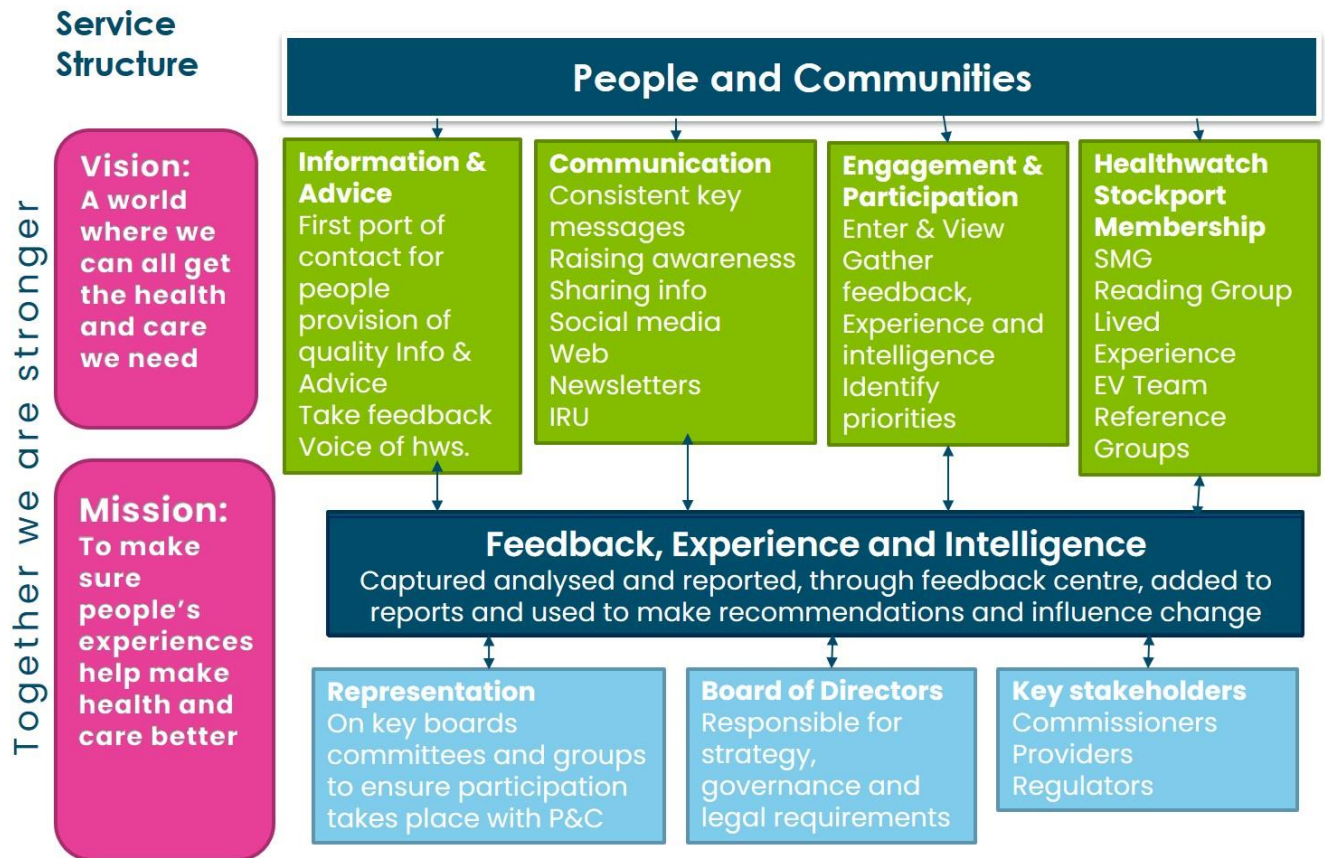
We **analyse** and use your feedback **independently** to work with commissioners to make **services work for you**



We Value our Independence

Service Delivery

This is our service structure for Healthwatch Stockport:



Inform Involve Influence Independence

Our Behaviours

We work creatively for change.

In all we do, we aim to enable people who don't have power over their health, or the health and care services they use, to have that power. That's why we value and seek everyone's experiences, as well as taking extra care to hear from those who find it hardest to have their say. We find creative ways to transform how we do things, and how health and social care needs are identified and met.

We are clear, confident leaders.

We lead boldly and confidently, within our Healthwatch network and in our dealings with other organisations. We are clear about what to do and say because we follow our purpose, our strategy and the evidence people share with us. We speak plainly, clearly, directly, honestly, and constructively.

We are committed and consistent.

We are ambitious, take pride in our work and have high expectations of ourselves, so we challenge each other, our peers and other stakeholders to do things better every time – and we welcome challenge from all of these colleagues. We are reliable and consistent. We follow through on our commitments and stick to our strategic objectives to make a real impact, as individuals and as a team. We operate together as a team, together with our network and together with our partners, sharing insight and resources to make them go furthest.

We make a real difference through our relationships.

We plan and act with a good understanding of our current and future environment, so we can be flexible, seize the right opportunities and make the most difference. We connect people and organisations, so they can do their part to bring about the changes our vision, purpose and plans are striving for. We listen actively, so we can develop and nurture dynamic, responsive and respectful relationships with others, especially our network.

Employee Benefits

We are a **Living Wage Employer** and voluntarily take a stand to ensure our employees can earn a wage which is enough to live on.

We provide **flexible working**, where possible pre-agreed, to help our employees balance their work and home life, whilst ensuring the delivery of our services.

We are a **Caring employer**; we take care of each other and ensure we provide a happy and healthy workplace.

We are **Mindful employer**, taking a positive approach towards mental health at work. By signing the Mindful Employer charter we've made a public declaration of our ambition to support the mental wellbeing of our staff.

Eye Care - we reimburse the reasonable cost of an eye test and money towards the cost of glasses.

We provide **28 days holiday** plus bank holidays and **wellbeing days** [all prorata].

Increase in leave days after **3 years of service**.

We allow **2 volunteer days** per year.

Communications and Volunteer Coordinator for Healthwatch Stockport!

We are looking for a dedicated Communications & Volunteer Coordinator for Healthwatch Stockport. Could this be you?

You will be working within the passionate team at Healthwatch Stockport to lead our communications strategy, coordinate members and volunteers, and engage our local communities. Your work will drive positive changes in Stockport's health and social care services. If you have a passion for communications, volunteer management, and making a positive impact in health and social care, we want to hear from you!

Job Description

This is a detailed job description & person specification for the Communications & Volunteer Coordinator

Job Title	Communications & Volunteer Coordinator
Salary	£27,000 - £32,000 per annum, depending on experience
Hours	Full-time (35 hours per week) & may involve evening/weekend work
Responsible to	Chief Officer Healthwatch Stockport

Key Accountabilities	Main Duties and Responsibilities
Communications	<ul style="list-style-type: none"> • Develop and implement an effective communications strategy. • Collaborate with the Communications Officer to enhance our online presence. • Create content across various channels, including newsletters, press releases, reports, and social media. • Ensure consistent messaging and branding across all platforms.

<p>Volunteer Coordination</p>	<ul style="list-style-type: none"> • Recruit, train, and support new volunteer members, leading to the continuous development of our Enter and View Programme. • Coordinate volunteer activities to align with Healthwatch Stockport’s objectives. • Maintain a database of volunteers and members, tracking engagement and participation.
<p>Enter & View Programme</p>	<ul style="list-style-type: none"> • Oversee the Enter & View programme and support the Enter & View Volunteer Lead by collaborating with volunteers and partner organisations. • Ensure the programme influences positive service changes and supports volunteers to lead the way in those changes. • Produce and share Enter & View reports in a timely and accessible manner.
<p>Research & Projects</p>	<ul style="list-style-type: none"> • Contribute to the design, development, and delivery of targeted qualitative and quantitative research projects to gather feedback on health and social care services. • Contribute to data analysis and produce comprehensive reports and intelligence briefings for NHS and social care commissioners, providers, local Councillors/MPs and the public. • Ensure all reports are robust, straightforward, and accessible. • Involve volunteers, service providers, and people with lived experience in our work.
<p>Community Engagement</p>	<ul style="list-style-type: none"> • Collaborate with the Healthwatch Engagement Officer to plan and deliver engagement activities with local people and communities. • Gather feedback and insights from the community to inform Healthwatch Stockport’s work. • Represent Healthwatch Stockport at local events, meetings, and forums.
<p>Stakeholder Engagement</p>	<ul style="list-style-type: none"> • Develop and maintain effective relationships with key partner organisations across health and social care.

	<ul style="list-style-type: none"> • Participate in partner networks and meetings to represent Healthwatch Stockport and promote public feedback. • Identify opportunities for genuine partnership and collaborative working.
Impact Monitoring	<ul style="list-style-type: none"> • Collaborate with the Senior Officer to monitor the impact of our research and reports to ensure recommendations are acted upon. • Work with partner organisations and external stakeholders to ensure the effectiveness of our reports and recommendations.
General and Office Duties	<ul style="list-style-type: none"> • Work as part of a team with staff and volunteers. • Undertake training to increase knowledge, skills, and awareness. • Respond to office phone calls and public email enquiries when required. • Implement Healthwatch Stockport’s policies and procedures. • Undertake any other duties that may reasonably fall within the scope of the role.

Person Specification

Person Specification	
Qualifications & Skills	<ul style="list-style-type: none"> • Proven experience in a communications role, preferably within the voluntary/health/care sector. • Excellent written and verbal communication skills. • Strong organisational and project management skills. • Proficiency with digital communication tools and platforms, including social media, content management systems, and design software.

	<ul style="list-style-type: none"> • Experience in volunteer management or community engagement. • Ability to work collaboratively and independently, managing multiple tasks and deadlines.
Attitude & Values	<ul style="list-style-type: none"> • Good interpersonal skills with the ability to work within a team. • Self-motivated and flexible with a positive can-do attitude. • Ability to work independently and proactively. • Commitment to promoting equal opportunities and a non-judgmental approach. • Ability to handle information sensitively and confidentially with respect and discretion. • Commitment to upholding the impartiality, independence, and credibility of Healthwatch Stockport.

	<p>You must have the right to work in the UK and satisfactory DBS check for working with vulnerable people. Healthwatch Stockport is committed to equal opportunities and applications are welcome from everyone in our diverse community. We embrace and value diversity in our workforce.</p>
--	--

Category	Essential	Desirable
Knowledge & Qualifications	<ul style="list-style-type: none"> - Proven experience in a communications role, preferably within the voluntary/health/care sector. - Proficiency with digital communication tools and platforms, including social media, content management systems, and design software. 	<ul style="list-style-type: none"> - Degree in communications, marketing, or a related field. - Knowledge of health and social care sectors. - Training in project management.
Skills	<ul style="list-style-type: none"> - Excellent written and verbal communication skills. - Strong organisational and project management skills. - Ability to work collaboratively and independently, managing multiple tasks and deadlines. 	<ul style="list-style-type: none"> - Graphic design skills. - Experience with video editing software. - building social value into projects.
Experience	<ul style="list-style-type: none"> - Experience in volunteer management or community engagement. - Experience in developing and implementing communications strategies. - Experience in producing reports and working with data. 	<ul style="list-style-type: none"> - Experience in public speaking or representing an organisation at events, must be willing to develop in this area. - Experience in partnership working and stakeholder engagement, must be willing to develop this area.

How to Apply

Please complete the [online application form](#), which can be found on our Healthwatch Stockport website www.healthwatchstockport.co.uk

CVs will not be accepted

Job Title: Communications and Volunteer Coordinator

Hours: Full-time (35 hours per week) and may involve evening/weekend work

Salary range: £27,000 – £32,000 per annum, depending on experience.

Contract Terms: 18 months fixed with a view to an extension subject to funding

Working location

Healthwatch Stockport operates a flexible approach to working between office, home and community. You will be expected to travel across Stockport and occasionally within Greater Manchester.

Closing Date

Applications must be received by the closing date on **11.59pm Sunday 15 September 2024**

Interviews: Wednesday 18 September 2024

Application Process

1. All applications are to be completed fully and submitted to the Healthwatch Stockport. Partially completed applications will not be considered.
2. CVs will not be considered.
3. All applications are anonymous during shortlisting to ensure fairness and consistency. If you have been shortlisted, you will receive an email informing you of this and further details regarding the next stage of the process.
4. All Healthwatch Stockport positions are assessed differently depending on the vacancy's criteria. The different formats consist of an interview, in-tray exercise, written exercise, group activity, presentation, etc...
5. Once you have successfully passed the assessment stage, you will be offered the role and further information about the role.

Contact Details

For more information, or if you would like to talk to someone about the role, please email Healthwatch Stockport at info@healthwatchstockport.co.uk Please state 'For the attention of Maria Kildunne' in the subject line.

Telephone contact: 0161 974 0753

Address:

Land O'Cakes

48 Middle Hillgate

Stockport

SK1 3DL