

**Engagement Officer
(Mental Health)
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**.

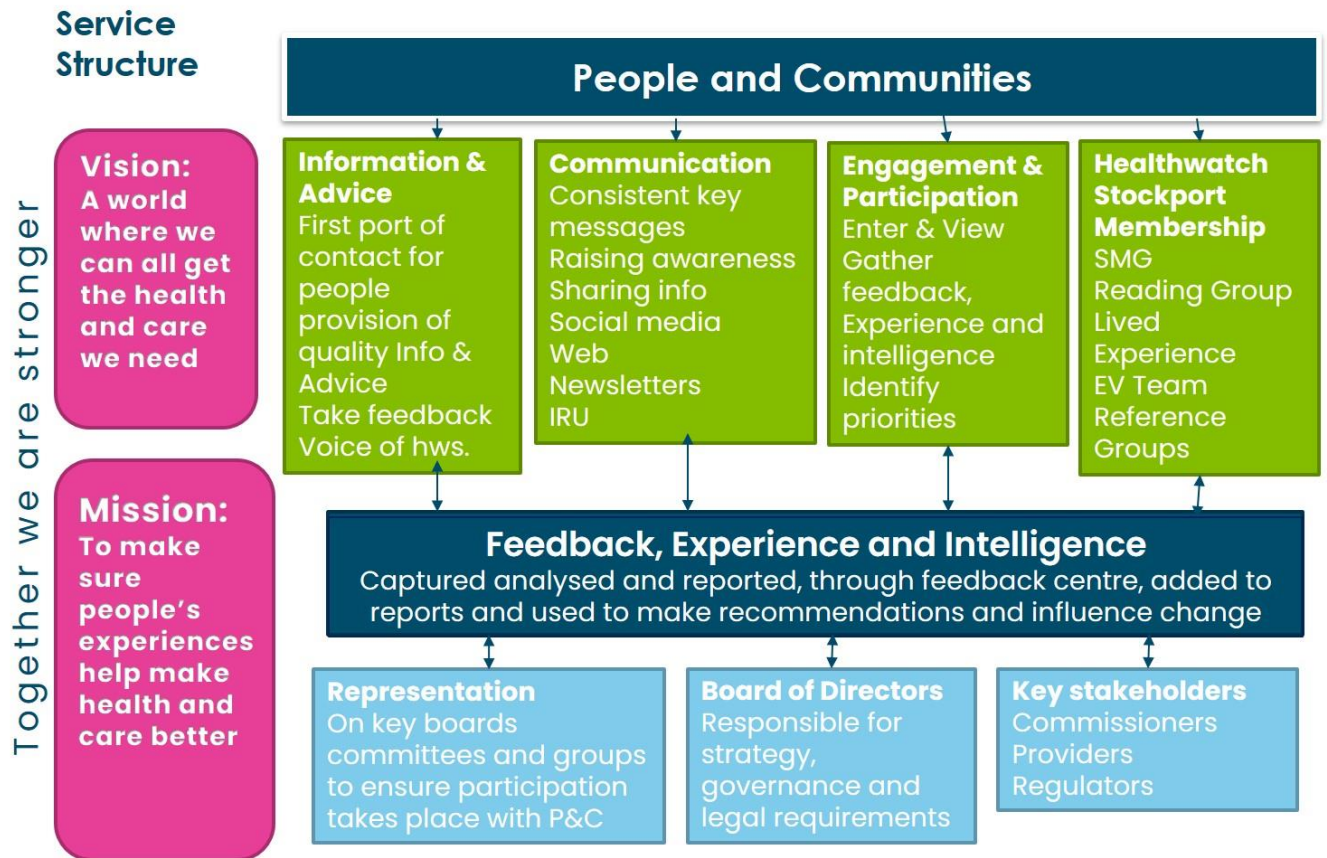
We **analyse** and use your feedback **independently** to work with commissioners to make **services work for you**



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.

Mental Health Engagement Officer for Healthwatch Stockport!

We are looking for a dedicated Engagement Officer for Healthwatch Stockport. Could this be you?

You will be working within the passionate team at Healthwatch Stockport to effectively engage with local people, communities who have a lived experience of serious mental illness and of using mental health services.

You will be a point of contact for individuals and voluntary and community groups, to share experience, to develop meaningful communication methods and feedback the impact of their voice and involvement. You will facilitate coproduction and develop approaches to support individuals and groups to be involved and engaged as partners in the development and codesign of mental health support and living well across Stockport.

Person Specification

This is a detailed job description & person specification for the Engagement Role for the Mental Health Living Well Workstream.

It is a partnership role for Healthwatch Stockport, Greater Manchester NHS Integrated Care and the voluntary sector.

Job Description and Person Specification

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| Job Title | Living Well Mental Health Engagement Officer |
| Salary | £26,421 – £28,770, dependent on experience |
| Hours | 21 hours per week with potential to do additional hours. |
| Responsible to | Chief Officer Healthwatch Stockport |
| Role Purpose | <ul style="list-style-type: none"> i. As an Engagement Officer you will be working [in Stockport] with local people and communities who have a lived experience of serious mental illness and of using mental health services. ii. You will develop approaches and deliver training to support individuals and groups to be involved and engaged as partners |

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| | <p>in the development and codesign of mental health support and living well across Stockport.</p> <p>iii. You will be a point of contact for individuals and voluntary and community groups, to share experience, to develop meaningful communication methods and feedback the impact of their voice and involvement.</p> |
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| Key Accountabilities | Main Duties and Responsibilities |
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| Planning, Development and Communication | <p>You will</p> <ul style="list-style-type: none"> • Develop, oversee, and implement the Living Well Expert by Experience workstream plan in partnership with people who have lived experience in using mental health services. • Promote the aims and objectives of the workstream of throughout Stockport with service users, potential users of the services and services themselves. • Co-ordinate and undertake research and report writing activity as required. Completing reports within agreed timescales and presenting and tailoring them to a variety of stakeholders. • Co-ordinate and facilitate meetings, working groups and other forums in relation to the workstream. Taking briefing notes, minutes and developing promotional materials as appropriate with people who use local services. • Communicate effectively with the public and the community about activities – including meeting the specific communication needs of people from the range of target stakeholders. • Liaise with a range of key partners across the statutory and voluntary sector to ensure the voice of people with serious mental illness lived experience has influence and has the opportunity to be included in the planning, development and all discussions regarding community mental health care provision so that services are truly codesigned. |

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| | <ul style="list-style-type: none"> • Participate in Healthwatch Stockport and other voluntary sector activity as required in relation to this workstream. • Keep accurate records of all work undertaken |
| <p>Relationships</p> | <p>Create, establish, and build on existing links with networks of people and groups with lived experience, and from a diversity of backgrounds across Stockport: [Neighbourhoods/Primary Care Networks (PCNs) and within the wider Living Well Programme].</p> <p>This will include:</p> <ul style="list-style-type: none"> • Minority ethnic communities • LGBTQ+ communities • Older Adults • People of working age • Carers • Disabled people • Faith groups <p>Maintain close working relationships with key health, care and VCFSE organisations across Stockport.</p> <p>Attend and contribute to the monthly Stockport Living Well Collaborative, bringing representation and the voice of people with lived experience.</p> |
| <p>Engagement</p> | <p>You Will:</p> <ul style="list-style-type: none"> • Use a variety of engagement tools and approaches [a range of survey formats, focus groups, 1-1 support, outreach, digital tools etc.] to keep individuals, carers and communities involved and engaged as partners in the development and co-design of mental health support and living well across Stockport. • Recognise at times people may need additional support such as interpreters, or caring cover to participate. • Identify the key health, social care, voluntary and community organisations who support people with serious mental ill health who can support facilitation of conversations and sharing of experience. • Develop the best ways to be visible within the community and within networks. |

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| | <ul style="list-style-type: none"> • Ensure the safety and safeguards of people and communities that you will be working with, protecting the confidentiality and trust of individuals always |
| <p>Ethnographic research</p> | <ul style="list-style-type: none"> • You will gather ethnographic research – you will immerse yourself into Stockport’s local communities, develop new and existing relationships, build trust and be able to actively listen to the voice of the person and their experiences; to both capture and share their stories and document people’s journeys using a variety of methods. |
| <p>Training and Support</p> | <p>You will</p> <ul style="list-style-type: none"> • Provide training and development opportunities for lived experience representatives to have ongoing involvement in a variety of mental health design and transformation programmes within Stockport. • Ensure that people are safe and well supported when engaging and carrying out activity with the Living Well development in Stockport. • Help co-ordinate representative activity, the recruitment, supervision, training, and support of volunteers/ representatives. • Ensure that activity and recruitment is accessible and promoted to the full and diverse range of communities in Stockport, including the LGBTQ+ community, disabled people, older people, ethnic minority communities and other equalities groups and/or those who maybe be marginalised by society. |
| <p>Representation</p> | <p>You Will:</p> <ul style="list-style-type: none"> • Ensure we effectively gather and enable people with lived experience to represent the views of their community on health and social care issues. • Represent Healthwatch Stockport at stakeholder meetings as directed, supporting local people to take on representative roles where possible. |

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| <p>General</p> | <p>You Will:</p> <ul style="list-style-type: none"> • Work closely with other Healthwatch team members to contribute to the development of procedures, protocols and policies. • Contribute to written and other materials produced by Healthwatch, including blogs, web pages, e-bulletins, etc. • Liaise with stakeholders regionally and nationally and share good practice. • Ensure equality of opportunity and social justice is in all of the work we do, to promote this to other organisations we work with and to help combat discrimination, disadvantage and poverty in Stockport. • Be responsible for own health and safety and that of colleagues, in accordance with the Health & Safety at Work Act and other relevant directives, including reporting and health and safety hazard immediately it becomes apparent. • Work in accordance with the Data Protection Act and to ensure all Data Protection issues are reported to the relevant Senior Manager. • Carry out the above duties, and any other duties commensurate with the responsibilities of the post which may reasonably be required, in a manner which actively supports and promotes Healthwatch Stockport aims and policies. |
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| <p>Person Specification</p> | |
| <p>Key Skills and Abilities</p> | <ul style="list-style-type: none"> • Excellent communication, influence and diplomacy skills including the ability to communicate confidently, appropriately and effectively with a wide range of stakeholders, meeting their communication needs • Friendly and outgoing, with a high degree of self-motivation, initiative, and enthusiasm. Must have a real commitment and drive to promote the voice of local people and get people involved. • Proven ability to work confidently on own initiative and build, develop and sustain effective and collaborative working relationships at all levels. |

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| | <ul style="list-style-type: none"> • Well organised with the ability to plan and effectively prioritise own workload. • An enthusiastic and creative approach to community involvement and empowerment. • Excellent written, analytical and I.T. skills. This will include ability to write for different audiences including skills in writing in accessible styles for the public. |
| <p>Experience, Knowledge and Qualifications</p> | <ul style="list-style-type: none"> • Sound understanding of the health and social care provision and health inequalities, particularly around mental health. • Experience of working within priority neighbourhoods or disadvantaged areas would be highly desirable. • Sound understanding of the wide range of issues affecting people from differing backgrounds, understanding diversity, equality, discrimination, and disadvantage. • A good level of education or experience which demonstrates the ability to work at an intellectual level. |

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| <p>Further Information</p> | <p>Living Well</p> |
| <p>About the Community Mental Health Transformation Programme</p> | <p>What is Living Well?</p> <p>Living Well is part of Greater Manchester’s Community Mental Health Transformation Programme.</p> <p>This is driven by a shared commitment to:</p> <ul style="list-style-type: none"> • Improve the accessibility, quality and impact of care and support for people who experience mental ill health across Greater Manchester and to: • Meet the expectations of the NHSE Community Mental Health Framework for both Adults and Older Adults. <p>Living Well is an innovative approach to help people achieve good mental health in our community and primary care settings. It will bring together new networks and put people’s strengths and lived experience at the centre of care and support. Living Well is designed to help people towards recovery and stay well as part of their community.</p> |

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| | <p>As part of the Community Mental Health transformation programme and development of the Living Well Model for people with serious mental illness (SMI) Stockport locality has partnered with Healthwatch Stockport who will lead on ensuring it has co-production at the heart of what it does. The organisation will work to include people with lived experience to co-produce the development of the Living Well offer.</p> |
| <p>Healthwatch Stockport</p> | <p>Healthwatch Stockport is your local independent health care champion for the Stockport community. You come first - especially if you find it hard to be heard elsewhere.</p> <p>Healthwatch will help you and your family get the best out of your local health & social care to create better services for all of us.</p> <p>Whether it's improving them today or helping to shape them for tomorrow, the best health & social care services are based on respect, compassion, excellence, and driven by you.</p> <p>This is an opportunity for us all to create a health & care system that really meets our needs. Every voice counts when it comes to shaping the future of health & social care.</p> |

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: Healthwatch Stockport Engagement Officer [mental health]

Hours: 21 hours per week.

Salary range: 26,421 – 28,770 [pro rata]

Working location

We have an office based in Stockport and we aim to be as visible as possible to our Stockport residents and so will require a significant amount of field work. There is also the opportunity to work some hours flexibly from home by prior arrangement.

Closing Date

Applications must be received by the closing date on

Sunday 15 September 2024 11:59pm.

Interviews will take place on **18 or 23 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

Frequently asked questions

Question 1 – *Can I claim back expenses incurred during the recruitment process?*

No. Unfortunately, we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

Question 2 – *What shall I do if I have a break in employment?*

If you have a break in employment, please state this within your employment history and references section with the dates you were taking the break.

Question 3 – *What reasonable adjustments can be made if I have a disability?*

We are committed to making reasonable adjustments to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process.

Reasonable adjustments include allowing extra time during selection tests, ensuring information is provided in an accessible format, etc. If you feel that you need a reasonable adjustment to be made, let us know.

Question 4 – *Will you request my references before I hand my notice in?*

No. We will wait until your approval before approaching your referees.

Question 5 – *How long will I have to wait before finding out whether I have been successful after an interview?*

We aim to get back candidates as soon as possible after an assessment event takes place.

If you are successful, we will contact you via telephone. However, if you are unsuccessful, you will receive an email.

Question 6 – *If I have been unsuccessful in gaining a role, can I apply again for another role straight after?*

Yes. We don't have a waiting period and therefore you are more than welcome to apply for as many roles as you would like.