

## Job Description

<b>Job Title:</b>	Community Engagement & Projects Officer
<b>Line Managed by:</b>	Head of Healthwatch Merton
<b>Salary:</b>	£32,500
<b>Hours:</b>	35 hours a week (to be worked flexibly across the week in agreement with line manager)
<b>Contract:</b>	12 months fixed term contract with possible extension, subject to funding
<b>Base Location:</b>	Healthwatch Merton Office - Vestry Hall, CR4 3UD



Healthwatch Merton is the independent patient and public champion body that has a statutory responsibility to hold local health and social care services accountable to their communities for the services they commission and provide. Our mission is to champion excellent health and social care for communities, especially those whose voice is marginalised, seldom heard. Healthwatch Merton is hosted by Merton Connected, the Borough infrastructure organisation for the local Charity, Community, Voluntary and Faith Sector Organisations.



As a local infrastructure organisation, Merton Connected provides a wide range of support to Merton based organisations to help them establish, develop and become sustainable. Merton Connected also leads on promoting and encourages volunteering in the Borough. We work to support the development of volunteering opportunities, as well as the recruitment and placement of volunteers within local public, voluntary and community sectors organisations.

### **Community Engagement & Projects Officer:**

This new role has been created to support the implementation of our ambition to develop the organisation for greater impact and long-term sustainability, with a transformed approach to how communities are empowered to have a voice. The post holder will work, primarily on projects and programmes led by Healthwatch Merton, though will also be involved in some of the wider programmes being coordinated by Merton Connected. We wish to embrace a more collaborative approach that promotes joined up working practices and partnership.

## Purpose

The role of the Community Engagement and Projects Officer is to:

- Deliver a range of innovative and effective approaches to empowering local communities to have a voice.
- Undertake impactful reporting of insights and intelligence from our communities within the context of national and local policy and priorities.
- Develop and maintain partnerships with community groups and organisations to enhance our impact and effectiveness.
- Organise and attend local engagement activities and promote Healthwatch Merton, particularly with research activity.
- Manage and lead on our statutory Enter & View powers.

## Responsibilities

### Community Engagement and Community Development

Delivering a range of innovative and effective approaches to empowering local people and communities to have a voice, especially those whose voice is not heard:

- Conduct active outreach and engagement with local communities including exploring creative and innovative ways to engage.
- Actively seek out and engage community groups who are traditionally marginalised.
- Use a range of different methods and techniques for engagement as appropriate.
- Follow a co-production approach to engagement and community development.
- Build and maintain relationships with new and existing groups and networks within Merton.
- Manage and coordinate attendance at events with statutory and voluntary sector stakeholders, developing our own engagement events/activities as appropriate.
- Provide content that can be shared on social media and other communication channels as required. Including providing support and content for the Healthwatch Merton Monthly Ebulletin.

## Projects

Ensure that robust and effective systems are in place to capture, analyse/evaluate and report on local communities' experience, insights and intelligence, including:

- Support the development of a Community Engagement & Project plan for Healthwatch Merton and deliver this to reach out to local communities, including theme-based programmes of work and other commissioned activities.
- Undertaking topic specific project work (both commissioned and 'in house') and report on activity and outcomes.
- Design and support community intelligence gathering for projects, for example visits to service providers to interview users, conducting outreach events, developing surveys and questionnaires, organising and conducting focus groups or conducting telephone interviews.
- Support the analyses of community intelligence to provide evidence and insights.
- Deliver high quality and impactful outputs from the work. Example: reports, presentations or co-produced outputs.
- Monitor the progress of projects against the agreed scope and timescale
- Ensure projects fulfil the requirements of legislation around health & safety, data protection

- and contractual obligations.
- Accurately record the impact of Healthwatch Merton and all project work that is undertaken.
- Lead on Enter & View delivery and visits.

### **Community Engagement & Volunteers**

Ensure that volunteers are supported to deliver best practice specific to the Community Engagement & Projects function, including:

- Provide insights and support to the Volunteer Lead to recruit appropriate volunteers who will support Community Engagement & Project tasks.
- Ensure effective oversight of Community Engagement & Projects volunteers and ensure that they are integrated, trained and supported in  
To include:  
Enter & View authorised representatives.  
Healthwatch Merton Delivery Programme Group (HWMDPG).
- Oversee time limited and ongoing pieces of work involving volunteers.
- Be responsible for tasking, supporting and developing the Community Engagement & Projects Team's own 'team' of volunteers in collaboration with and support from the Volunteer Lead.

### **General**

- Take responsibility for own personal development and take part in reviews, appraisals, team meetings, staff development and away days.
- Work as part of the wider team and support other colleagues as needs arise
- To adhere to all Healthwatch Merton/ Merton Connected policies and procedures, including Safeguarding, GDPR and Health and Safety.
- Keep abreast of health and care policy developments and services to ensure your knowledge base is up to date to inform your work.
- Maintain operating procedures for all key activities.
- Demonstrate commitment to equality, diversity and inclusion in all aspects of your work.

### **Other requirements**

- The post holder will be required to undertake an enhanced DBS Check.
- Must be legally entitled to work in the UK.
- This role will require travel across Merton, with occasional requirements to attend national events.
- The role will include some evening and weekend working, for which, the postholder will be entitled to claim time off in lieu.

*This job description outlines your main tasks and responsibilities. However, you may be required to undertake further duties when necessary*

## Person specification – Community Engagement and Project Officer

### Qualifications/Experience

- Experience of conducting community-based outreach and engagement activities and planning and organising events
- Experience of carrying out social/health care projects and research with a diverse range of communities
- Experience of analysing statistical data, evidence, and relevant information
- Experience of co-designing outputs/reports that present a compelling case, including recommendations
- Experience of working with a range of stakeholders, including hard to historically marginalised communities, statutory authorities (including local government, healthcare providers) and voluntary sector organisations
- Experience of working with and supporting volunteers

### Knowledge and skills

- Ability to manage and develop external relationships with partners and stakeholders including senior stakeholders in health and social care
  - Knowledge of community engagement and community development approaches, and a service user/patient empowerment approach
  - Working knowledge of qualitative and quantitative research methods and a range of patient and public insight tools, methodologies, and techniques
  - Ability to summarise complex information from a wide range of sources into a simple and accessible format for varied audiences
  - Excellent communication skills, both oral and written, and the ability to engage and build relationships with a broad range of people, from members of the public to senior managers
  - Strong organisational and planning skills, the ability to prioritise in the face of competing demands
  - IT skills including MS Office 365 and social media channels
  - Personable attributes
  - Passionate about empowering communities to have a voice
  - Creative and innovative
  - Understanding of and commitment to the values of HWM and Merton Connected
  - Understanding of and commitment to equality, diversity, and inclusion in practice
  - Able to appropriately influence others
  - Ability to work flexibly whilst managing conflicting demands and pressures.
  - Ability to self-manage and prioritise own workload
  - Proven ability to meet deadlines
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