Healthwatch Oldham

JOB DESCRIPTION

Healthwatch Officer - Role 2

Grade: NJC Scale Points 26 – 31

Hours: 28 per week

Period of Contract: Subject to ongoing availability of funding

Office Base: 12 Manchester Chambers, Oldham, OL1 1LF

Employer: Voluntary Action Oldham (Healthwatch Oldham is an initiative managed and delivered through Voluntary Action Oldham)

Responsible to: Healthwatch Chief Operating Officer

Responsible for: no other staff

Main Contacts: Staff, volunteers and board members of Healthwatch Oldham; individuals and members of networks and communities throughout Oldham Borough; VAO staff and Board Members; Officers and Members of Oldham MBC and Oldham CCG; staff of other statutory agencies; staff of health and care providers; staff and committee members of voluntary and community groups in Oldham Borough.

Main Purposes of Job:

Generic: To manage and deliver aspects of local Healthwatch, including supporting and training volunteers.

To assist in the preparation of content for the Healthwatch website, e-bulletins and other information channels.

Specific: To lead the information/signposting function for Healthwatch, including developing information about health and care services for Oldham Borough residents and systems and processes to signpost people to those services.

To actively seek and engage with community groups and settings to raise awareness of the Healthwatch information signposting function.

To lead the organisation of Healthwatch forums and public meetings.
Main Generic Tasks and Responsibilities

1. To undertake and project manage discrete activity streams within the overall Healthwatch work plan (e.g. Enter and View visits, themed projects, etc.)
2. To deliver engagement activity on behalf of Healthwatch Oldham
3. To promote the work of Healthwatch throughout Oldham Borough
4. To recruit new participants to Healthwatch
5. To recruit volunteers from the community of Healthwatch participants who wish to take a more active role in Healthwatch
6. To provide support, training and line management to Healthwatch volunteers as required
7. To communicate effectively with the public and the community of Healthwatch participants so they are aware of our work – including meeting the specific communication needs of people in a range of target audiences
8. To co-ordinate and undertake research and report writing for Healthwatch activity streams as required (in partnership with the Research Officer)
9. To deliver presentations and reports to a variety of audiences including briefing notes and promotional materials
10. To co-ordinate and facilitate meetings, working groups and other forums in relation to Healthwatch
11. To work closely with other Healthwatch team members and contribute to the development of procedures, protocols and policies for Healthwatch
12. To contribute to written and other materials produced by Healthwatch, including web pages, e-bulletins, etc.
13. To liaise with a range of key partners across the statutory and voluntary sector to ensure Healthwatch has influence and is included in discussions regarding health and social care provision.
14. To liaise with other local Healthwatch organisations regionally and nationally and share good practice.

Role specific tasks and responsibilities

15. To ensure that data on local health and care services and providers is kept up to date for the Healthwatch information function, including:
   a. Identifying and cataloguing the range of health and care services available in Oldham and/or for Oldham Borough’s residents
   b. Regularly reviewing and updating data about what health and care services are available
   c. Identifying and cataloguing the various ‘access points’ (including assessment processes) for local health and care services and reviewing/keeping this information up to date
16. To produce and update routine fact sheets and guides which can be sent in response to common information requests (e.g. help with choosing a care home, how to compare the performance of different healthcare providers). These fact sheets may either be used in response to common enquiries received at the office or used by Healthwatch volunteers providing a front line information service in community venues.
17. To develop and implement systems for recording and tracking all information requests, which will ensure that all incoming information requests are logged in a timely manner, allocated to a competent person for response and dealt with within agreed time limits.
18. To develop and implement systems to ensure that people who have accessed the information/signposting service are systematically invited to give feedback about this service and the health/care service they accessed.
19. To lead the responses to complex information requests, including signposting to other agencies and advocacy services.
20. To investigate and implement appropriate quality standards to ensure that the Healthwatch information signposting function observes established good practice.
21. To actively seek opportunities to raise public awareness of the Healthwatch information signposting function, particularly in 'seldom heard' communities and for people who find accessing online and written information sources challenging.
22. To lead the organisation of quarterly Healthwatch Forum meetings and other public events.

General:

23. To ensure equality of opportunity and social justice in all of the work of Healthwatch Oldham and VAO, to promote this to other organisations we work with and to help combat discrimination, disadvantage and poverty in Oldham, Borough.
24. To 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 Oldham/VAO’s aims and policies.
25. To work as a member of Healthwatch Oldham/VAO team, and to contribute to the development of policy and good practice within these organisations.
26. To be responsible for own health and safety and that of colleagues, in accordance with the Health & Safety at Work Act and relevant EC Directives, including reporting and health and safety hazard immediately it becomes apparent.
27. To work in accordance with the Data Protection Act and to ensure all Data Protection problems are reported to the relevant senior Manager.