

6th April 2018

Dear Applicant,

Healthwatch Integrated Care System Officer

Thank you for your interest in the above post. This is a new and exciting opportunity to be the forefront of developments working with our local communities and commissioners in the NHS across the three Berkshire West localities. We are seeking someone who can really make an impact developing good networks across Berkshire West and broadening engagement and ensuring the voices of local people are heard in how health and social care services are commissioned and delivered.

To apply please complete an application form demonstrating how your; experience, skills and motivations meet the job description and specification.

We can only make the decision to interview you based on the information you give us, so it is vital that you provide us with sufficient detail of your capabilities. Please give specific examples to help us understand the depth and variety of your experience.

The closing date for applications is **9am Monday 30th April**. You will be notified as soon as possible after that date if you have been short-listed for interview.

To request an Application Pack please email info@healthwatchreading.co.uk. and for any queries please contact on 0118 937 2295.

Please send all completed application forms to info@healthwatchreading.co.uk.

We look forward to receiving your application.

Yours sincerely

Mandeep Kaur Sira - Healthwatch Reading

Andrew Sharp - Healthwatch West Berkshire

Nicola Strudley - Healthwatch Wokingham

What is Healthwatch?

Healthwatch is the name of the independent ‘consumer champion for health and social care’ launched by the Government in April 2013. There are 152 local Healthwatch across England, set up in each local authority area. Healthwatch is designed to give the public more say over services and to help prevent a repeat of failings such as the shocking treatment of patients who died after mistreatment at Mid-Staffordshire NHS Foundation Trust. Healthwatch England is the umbrella organisation for local Healthwatch.

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch works to help local people get the best out of their local health and social care services. Whether it’s improving them today or helping to shape them for tomorrow. Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

For more information about the work of Healthwatches across Berkshire West please visit the following websites:

Healthwatch Reading, www.healthwatchreading.co.uk

Healthwatch West Berkshire, www.healthwatchwestberks.co.uk

Healthwatch Wokingham, www.healthwatchwokingham.co.uk

Additional information about the work of Healthwatch can be found at the Healthwatch England website, www.healthwatch.co.uk.

Job Description

Post:	Healthwatch ICS Officer
Grade:	Starting salary £25,951
Working hours/Contract:	Full time (37 hours) This is a fixed term post till 1 st June 2019 with a possibility for further extension subject to funding.
Location:	Central Reading
Line Manager:	Team Manager at Healthwatch Reading
Responsible to:	Healthwatch ICS Steering Group
Working with:	Healthwatch Teams across Berkshire West and Berkshire West CCG ICS PMO

Purpose of Role:

This is a strategic liaison role. You will be the primary link between three local Healthwatch across Berkshire West and Berkshire West CCG Integrated Care System Project Management Office (ICS PMO). The priorities for the role will encompass, amongst others:

Liaison:

- Regular, timely liaison with the ICS PMO and project managers.
- Providing advice to the ICS PMO in terms of the role and potential support of Healthwatch across the ICS work programme.
- Regular, timely liaison and coordination with the Healthwatch ICS Steering Group (Chairs and Chief Officers).

Patient and Public Involvement and Engagement:

- Championing the voice of patients, service users, carers and the public in the ICS PMO - particularly promoting engagement with 'seldom heard' groups.
- Advising the ICS PMO communications and engagement function, drawing on the experience of local Healthwatch organisations and their knowledge of local communities.
- Identifying and promoting opportunities for Healthwatch in Berkshire West to become involved in ICS PMO projects and activities.

Facilitation/Co-ordination:

- Facilitating and brokering relationships between Healthwatch organisations and the ICS PMO.
- Developing, implementing and continually reviewing a consistent approach for Healthwatch in Berkshire West to engage with the ICS PMO. This would include activity covered by Healthwatch core funding as well as activity funded directly by the ICS PMO.

- Co-ordinating and project managing bespoke activity commissioned by the ICS PMO from the Healthwatch in Berkshire West. This may include data analysis, report writing and making recommendations.
- Attend selected ICS PMO ‘enabling groups’ for example Communications and Engagement Group or Equalities Group on behalf of Healthwatch in Berkshire West.
- Acting as ‘the face of Healthwatch’ at the ICS PMO on Bath Road, Reading.

Communications:

- Producing and disseminating regular updates to the Healthwatch ICS Steering group informing them about opportunities to engage with the ICS PMO.
- Producing and disseminating regular ‘showcase’ bulletins to all stakeholders and the public which demonstrate the value that Healthwatch brings to the ICS PMO.

The person:

Skills

- Strong interpersonal skills with the ability to quickly build effective working relationships and good rapport, with internal and external stakeholders.
- You are as happy presenting to groups, facilitating workshops and working one to one, with a diverse group of people.
- You have an interest in/or experience of working with health and social care services.
- You are confident in using standard computer packages, you will quickly grasp how to use our database and have a working knowledge of social media.
- You can communicate (written and verbal) complex positions in a clear, concise way.
- You are entitled to work in the UK and can work occasional evenings and weekends.
- The ability to travel to across all three localities in Berkshire West.

Motivation:

- Strong and demonstrable belief in developing health and social care services.
- You are excited by the challenge this role presents.

Fit:

- You feel comfortable working in a small, active team.
- A belief and commitment to equal opportunities.

These descriptions are illustrative and will need to be flexible to meet the requirements of this evolving role.