

Healthwatch Reading
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Dear Applicant,

Healthwatch Reading Officer

Thank you for your interest in the above post. This is a key position in delivering the work programme of Healthwatch Reading. We are seeking someone who can really make an impact in broadening engagement and ensuring the voices of local people are heard in how health and social care services are 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 18th September. 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.

I look forward to receiving your application.

Yours sincerely

Mandeep Kaur Sira
Chief Executive



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, including Reading. 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 Reading 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 Reading 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.

Healthwatch Reading has three main roles: to inform the public, to influence improvements to services and to provide advocacy services.

We do this by:

- Helping people find health, social care, voluntary or community services
- Informing people of their rights to care, assessments, or support
- Taking feedback from people about their experience of services - both good and bad
- Helping individuals informally resolve issues with services
- Challenging those who run or fund services to make improvements
- Acting as advocates for people who want to lodge formal complaints against the NHS
- Watching services in action through ‘Enter and View’ visits
- Supporting people to have a greater say through local patient and service user groups
- Working in partnership with providers of care to co-design improvements
- Escalating serious concerns to Healthwatch England or official inspectors of services.

For more information about the work of Healthwatch Reading please visit our website, www.healthwatchreading.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 Reading Officer
Grade:	Starting salary £24,892 (pro rata for part time staff)
Working hours/Contract:	Available as Full time (37 hours) OR Part time (up to 20 hours)
Responsible to:	Healthwatch Chief Executive
Working with:	Healthwatch Team

Purpose of Role:

Success looks like:

- Healthwatch is recognised for listening, identifying needs/issues and acting on them.
- Healthwatch projects deliver outcomes that are valued by the public.
- Healthwatch offers a well-respected information and advice service and advocates on behalf of individuals.

Key Responsibilities:

1. Healthwatch Project Delivery: To deliver projects as assigned by the Healthwatch Board and Lead on Projects and Engagement. Projects will be regularly reviewed with the mix and number of projects changing over time.

2. Information and Advice: To provide one to one (face to face, email or telephone) information and advice to members of the public on local health and social care services. To maintain records of questions asked and information/advice given.

3. Advocate: To provide advocacy support to individuals who wish to raise a concern or make a complaint.

4. Community Engagement: To establish a variety of methods of engagement with local groups and the general public in order to gain a good understanding of needs and requirements within health and social care. Maintaining a focus on ensuring inclusivity, so the views and experiences of the wider community influence the priorities for health and social care services in Reading. Maintain and share records on interactions.

5. Representation / Networking:

- **Forums/ networks:** Representing Healthwatch on the wide selection of forums / meetings supported by both the voluntary sector and the statutory authorities within Reading. Engaging with Healthwatch networks across Berkshire and beyond.
- **Healthwatch networks:** Facilitating Healthwatch networks. This will include face to face and virtual networks. You will support all aspects of facilitation and event management.

6. Research / Writing: Undertaking research and providing regular articles for publication (via social media, website etc.) on projects supported, specialist areas and general information of interest to the Healthwatch networks. Writing reports based on research and outreach conducted about local issues.

7. Supporting Healthwatch Reading to develop our:

Quality - Maintaining a focus on improving the quality of all we deliver



Services - Proactively looking to develop services.

8. To develop and work to personal objectives in line with the Healthwatch Reading work programme. To complete an annual performance review as part of your personal development plan.

9. To work as a collaborative member of the Healthwatch Reading staff team. Communicating with and supporting others, to deliver Healthwatch Reading aims. To undertake other duties that may reasonably be requested to help Healthwatch meet their aims.

10. To adhere to policies and procedures. To respect the wider work of the organisation and to ensure no activities have the effect of bringing the organisation into disrepute.

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.

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.

