

## **Job Description: Information & Campaigns Officer**

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| <b>Salary:</b>        | £21,930 pro rata  |
| <b>Contract Type:</b> | Permanent   |
| <b>Hours:</b>         | 22.5 hours per week (flexible working available)  |
| <b>Annual Leave:</b>  | 30 days per year plus bank holidays (pro-rata)  |
| <b>Reports to:</b>    | Healthwatch Service Manager   |
| <b>Location:</b>      | Home and office based (The RAIN Building, Eastwood Lane, Rotherham) with some remote work from outreach venues (please note that this role will be primarily home-based while we respond to Covid-19) |

### **Background**

The Local Authority has commissioned Citizens Advice Rotherham & District (CARD) to deliver Healthwatch Rotherham – the independent consumer champion for health and social care. Healthwatch is the main public and patient engagement mechanism for health and social care service users.

Healthwatch Rotherham's role includes representing and championing the health and social care needs and experiences of adults and children in Rotherham, acting as an independent local voice ensuring that services meet the needs of residents and remain high-quality and fit-for-purpose whilst helping communities to exercise greater choice over the services they receive. Healthwatch Rotherham has a visible presence in the borough, with an effective, proactive and independent local voice.

This is an exciting time to join Healthwatch Rotherham. The successful candidate will work within a small, dedicated team to implement a new work plan and deliver an exceptional service to the community whilst championing the voice of residents in shaping services in the future. You will work closely with the Healthwatch Service Manager and Healthwatch Engagement Officer and will also be supported by the wider Citizens Advice Rotherham team of staff and volunteers in delivering an ambitious and exciting programme of services and engagement for Rotherham.

### **Purpose of Role**

We are looking for a talented and enthusiastic individual to develop and deliver a programme of information, advice and signposting services accessible to all residents including those who are traditionally hard to reach.

They will deliver Healthwatch Rotherham's information and research work through analysis and report-writing, whilst creating high quality data. They will meaningfully investigate and accurately capture people's needs, experiences and opinions so that we can effectively drive improvements to health and social care services. The postholder will support the Engagement Officer with direct research activities with the public, and alongside the Healthwatch Service Manager, promote the patient voice and influence decision-makers

using our evidence base. They will work to identify the key health and social care issues present within the borough, promoting and championing these within Healthwatch reporting and representation.

The successful candidate will have experience of delivering advice in a community setting. They will have a can-do attitude, be passionate about making a difference and able to demonstrate an approach to work that is proactive, uses initiative, effective planning and time management to problem solve and achieve targets and deadlines.

The role will be based primarily at home while we respond and adapt to the Covid 19 crisis although some outreach work will be required within the Rotherham area. Working arrangements will be reviewed regularly with a view to resuming a flexible pattern of home and office based working. The successful candidate will need to have a flexible approach to working and be prepared to adapt to the needs of the organisation.

In line with our policy, the successful candidate will be subject to an enhanced DBS check.

### **Main Duties & Responsibilities**

1. To research and develop a comprehensive on-line directory of services with appropriate links and referral pathways to health, social care, community and voluntary services within and outside Rotherham, including national information and helplines
2. To develop local information distribution networks whilst utilising existing systems and networks in order to publicise and promote Healthwatch Rotherham and its partners
3. To develop a central information, advice and signposting service with effective links and referral pathways to relevant services across Rotherham so that local people are empowered to make informed choices about health, social care and associated services
4. To work with the Engagement Officer to implement and deliver effective information, advice and signposting services directly to Rotherham residents via:
  - a. face to face, telephone, video conferencing, email and web chat channels; and
  - b. outreach venues - strategically located to target "seldom heard groups" in the community such as young people, people in work and isolated communities
5. To support and actively participate in stakeholder events and public consultation meetings, exhibitions and conferences in various locations and aimed at different sectors of the population
6. To produce and collate research-based evidence, data and statistics relating to local health and social care provision and detailed analysis of Healthwatch service users to enable evaluation by Healthwatch Rotherham, Healthwatch England (HWE) and the Care Quality Commission
7. To create and contribute to the production of original content for placement in local media, social media, websites and in the newsletters/communications of statutory, voluntary and community organisations
8. To take an active role in the management of Healthwatch Rotherham's website and social media platforms to promote content and increase the profile and reach of Healthwatch Rotherham

9. To contribute to the production of evidence based reports, including Healthwatch Rotherham Annual Report, with recommendations for the Healthwatch Rotherham Steering Group to inform their work plan
10. To stay up to date with local, regional and national policy and strategy relating to health and social care
11. To undertake specific identified projects and any other duties consistent with the nature and level of the post as assigned by the Healthwatch Service Manager

### Other duties and responsibilities

1. Plan and manage own workload, set targets and deadlines, and be self-supporting with regard to administration and IT
2. To contribute to the Healthwatch team and collaborative working by participating in staff meetings, away days and other events as necessary
3. To attend one to one meetings and performance reviews and provide written progress and work reports as required
4. To attend training courses as agreed with, or determined by, the Healthwatch Service Manager
5. To work with and provide relevant training to Healthwatch volunteers as appropriate
6. To use the Nolan principles of standards in public life, the public sector equality duty under the Equality Act 2010 and the Freedom of Information Act to obtain the views of people about their needs and experience of local care services, using feedback processes and database to forward those views and/or complaints to the Healthwatch team
7. To comply with all CARD/ HWE policies and practices
8. Work within CARD's Equality & Diversity framework, taking positive action where necessary
9. To liaise with other local and national Healthwatch services to identify best practice in research, information gathering and publicity
10. To undertake administrative tasks necessary to achieve the outcomes listed above
11. To undertake any other duties as may be required within the scope of the role
12. Some travel within Rotherham and district will be required as part of this role

### Person Specification

|  | Essential | Desirable |
|--|-----------|-----------|
| Experience of delivering advice, information and/or signposting services to members of the public (ideally in a community setting) | ✓         |           |
| Experience of research, data collection and organising information in a paper or web based format                                  | ✓         |           |

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| Experience of maintaining website content and using social media  | ✓ |   |
| Experience of organising external events, meetings and workshops  |   | ✓ |
| Experience of designing and producing leaflets, posters and information materials                             |   | ✓ |
| Experience of organising and prioritising a demanding workload  | ✓ |   |
| Knowledge of information and advice particularly within a health and social care context                      |   | ✓ |
| Knowledge of the voluntary and community in the Metropolitan Borough of Rotherham                             |   | ✓ |
| Experience of communicating with and supporting a diverse range of individuals                                | ✓ |   |
| Experience of working both independently and as part of a team  | ✓ |   |
| A commitment to equality and diversity  | ✓ |   |
| Competent and experienced in using IT packages including MS Office and Google                                 | ✓ |   |
| An understanding of the Health and Social Care sector or a willingness to work and train to develop knowledge | ✓ |   |

### **How to apply:**

Download the application pack from the website

The closing date for applications is 9am on Thursday 14th January 2021

Interviews will be held the week commencing 18th January 2021

If you have been shortlisted for an interview you will be contacted by email or phone on Friday 15th January. Interviews will take place via Zoom video conferencing.