

Job Description

Post:	Healthwatch Bucks Community Lead
Salary:	£24,000 per annum (pro rata)
Contract:	One year with possibility of extension
Working hours:	21 hours a week
Responsible to:	Chief Executive

Purpose of Role:

Success looks like:

- We have a network of contacts and volunteers in place who help us to engage with local communities across Buckinghamshire gathering views and experiences of health and social care services and promoting Healthwatch Bucks
- We are reaching out to communities across Buckinghamshire and hearing from groups who would not normally contact us (lesser heard)

Key Responsibilities:

Create and maintain a network of community engagement volunteers

- Attract, recruit, develop and mentor a network of volunteers willing to support engagement activity within a variety of community settings
- Identify volunteer training needs and design/deliver training packages and coaching to individuals and groups
- Monitor and report on the success of the community engagement network

Undertake outreach and community development activities

- Promote the work of Healthwatch Bucks with community groups and represent Healthwatch Bucks at community events and meetings to encourage people to share their experiences and to become part of the community network
- Identify community issues within health and social care and capture feedback from individuals and groups

Work with others

- Work with local delivery organisations and key voluntary sector partners to support our community outreach activities
- Work with the rest of the Healthwatch Bucks team to plan and deliver community engagement activities that support the work of the team as a whole

Support Quality and Reporting

- Feed into Healthwatch Bucks reporting and monitoring activities and input information as necessary into the Healthwatch Bucks CRM system
- Help Healthwatch Bucks to build upon our reputation as a credible organisation by improving the quality and consistency of our activities.

The Person

Skills and attributes

You enjoy talking to people with the ability to quickly build effective working relationships and good rapport, with internal and external stakeholders.

You have experience of community engagement and establishing relationships with groups that we might not normally hear from.

You have experience of working with and managing and supporting volunteers

You are happy presenting to groups, facilitating workshops and working one to one, with a diverse group of people.

You are an experienced user of Microsoft Office packages and will quickly grasp how to use our database.

You can work collaboratively as part of a team - supporting others to deliver.

You have access to a private means of transport for travelling around the county.

Motivation

Strong and demonstrable belief in improving health and social care services.

You are excited by the challenge this role presents and by developing yourself as part of delivering it.

Fit

You feel comfortable working in a small, active team

You feel comfortable attending events alone and representing the organisation

You are happy working with diverse groups of people

You are helpful and positive in your approach

You are happy to learn and develop as part of your role

You will respect the wider work of the organisation and to ensure no activities have the effect of bringing the organisation into disrepute.

You are entitled to work in the UK and are able to work occasional evenings and weekends

This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. The post holder will also be expected to carry out other activities that may reasonably be requested. It will be reviewed periodically to take into account changes and developments in service requirements.
