



JOB DESCRIPTION

Job Title:	Healthwatch Knowsley - Outreach Officer
Salary:	£24,875 - £27,259
Location:	Huyton, Knowsley
Hours:	35 (full time)
Contract:	Fixed term until 31/07/25
Benefits:	26 days annual leave (plus bank holidays), rising to 29 days after 5 years' service. Company pension scheme with contributions of 6%. 24/7 Employee Well-being Assistance Programme. Life Assurance of 2 x annual salary. Income protection scheme (illness). Flexible working. Professional Development Apprenticeship Programme.

We pride ourselves on being an inclusive and supportive employer.

Our vision is to develop a vibrant voluntary, community and faith sector that encourages and supports independent, resilient and sustainable communities.

Job Purpose:

To support and facilitate the development of Healthwatch Knowsley, through outreach and signposting activities to the communities of Knowsley.

Main Duties and Responsibilities:

1. To support the vision and values of Healthwatch Knowsley CIC and its delivery of the Healthwatch Knowsley Service Specification.
2. To support Healthwatch Knowsley to act as a channel for gathering and promoting the views of service users and communities to decision makers.
3. To work with local communities, seldom heard groups and networks within Knowsley to develop and enable mechanisms for Healthwatch Knowsley to engage with the widest range of local people.



4. To work collaboratively with partner agencies to create and maintain opportunities for engagement with their service users, clients or members
5. Support Healthwatch Knowsley in engaging with groups sharing the protected characteristics under the Equality Act and those who are most disadvantaged by health inequalities within its communities.
6. Support the establishment of a two-way process of communication between Healthwatch Knowsley and key groups within Knowsley around the Signposting and representative role of Healthwatch. Particular emphasis will be placed on ensuring the views of younger people are heard.
7. Support the recruitment of stakeholders for Healthwatch, both individuals and organisations.
8. Actively seek the views of all Knowsley community members to help provide an understanding of their views around the Health and Social Care Services they access.
9. To support and facilitate the development of Healthwatch Knowsley as agreed with the Manager, Healthwatch Knowsley Support Team.
10. Undertake mapping of existing community engagement mechanisms in collaboration with stakeholders from the statutory and voluntary sectors.
11. To provide a Signposting function for Healthwatch Knowsley, helping to provide choice and support for community members who need to access Health and Social Care Services.
12. To assist in the maintenance of strategic links across the statutory and voluntary sectors, ensuring that Healthwatch Knowsley has a significant influence on healthcare provision and adult social care services within Knowsley.
13. Preparation of necessary reports, presentations etc., in relation to the work of the Healthwatch Knowsley.
14. To work closely with the Healthwatch team to contribute to the development of a clear understanding of the priorities and concerns of community members in relation to Health and Social Care Services.
15. To attend relevant training and conferences and to perform all other appropriate duties.
16. To work with the Manager, Healthwatch Knowsley Support Team, Healthwatch Knowsley Board of Directors and Management Committee to ensure compliance with the Service Specification and Grant Agreement for Healthwatch Knowsley.



General

You will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

You will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

Confidentiality

You must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

Equality, Diversity and Inclusion

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

We actively encourage and welcome applications from everyone, including people who are underrepresented in our organisation. The more diverse our workforce, the better we represent and can deliver for our communities.

Navajo Charter Mark (LGBTIQA+)

Sefton CVS is committed to being an LGBTIQA+ friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTIQA+ people within our communities.



Sefton CVS actively encourage and welcome people from LGBTIQA+ communities to apply for our job vacancies.



Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply: If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.



PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

Essential

- An understanding of the aims of the Healthwatch Knowsley CIC and the Healthwatch Knowsley Support Team. Demonstrate an understanding of the strategic issues that impact on local health and adult social care needs and services within Knowsley.
- Experience of working in partnership between community, voluntary and statutory services.
- Experience of identifying and addressing the support needs of individuals and groups.
- To have a knowledge and understanding of the NHS and Adult Social Care structures, both nationally and within Knowsley
- A commitment to user and carer involvement and empowerment of marginalised groups and individuals.
- The ability to facilitate meetings in an effective way ensuring that all have the chance to contribute in a respectful manner.

Common Requirements that are essential for all Sefton CVS posts

Personal Skills

- High levels of emotional intelligence.
- Ability to use own initiative.
- Self-motivated and resilient.

Communication Skills

- To effectively communicate with different groups and individuals in various situations.

Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

Organisational Skills

- To be able to plan and organise your own workload and manage your time.



- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

Team Working

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

Information & Communication Technology

- Fully IT literate; to be able to use Microsoft Office software such as Outlook, Zoom, Word and Excel independently and effectively.

Equal Opportunities

- To be committed to and understand equality, inclusion and diversity practice and implementation in the workplace.