



**Sefton CVS**  
Supporting Local Communities

## JOB DESCRIPTION

<b>Job Title:</b>	Healthwatch Sefton Engagement Officer
<b>Salary:</b>	£14,708.40 per annum (21 hours)
<b>Term:</b>	Fixed term until September 2027 (in the first instance)
<b>Location:</b>	Hybrid: Burlington House, Waterloo, Sefton/ Working from home.
<b>Responsible to:</b>	Manager, Healthwatch Sefton
<b>Benefits:</b>	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.

**Job Purpose:** To support Healthwatch Sefton's work to engage with residents and voluntary, community and faith organisations, gathering their experiences of health and social care services and encouraging them to join Healthwatch as a community member.

### Main Duties and Responsibilities:

1. Arrange visits to local groups and community settings to gather and record local people's experiences of health and social care services, encourage them to join Healthwatch Sefton as community members and promote Healthwatch.
2. Record all feedback gathered on the Healthwatch Sefton feedback centre and provide updates to the team and Healthwatch Sefton Manager on emerging themes which residents and community groups are telling us about.
3. To develop and manage the existing Southport and Formby Community Champion network, increasing the membership to the network, strengthening relationships and facilitating the meetings which are held bi-monthly, drafting notes from meetings and working with the Chair of the network.



4. Support Healthwatch Sefton in engaging with groups sharing the protected characteristics under the Equality Act and those who are most disadvantaged by health inequalities. Particular emphasis will be placed on broadening the reach of Healthwatch Sefton into these groups and ensuring they have a voice.
5. Provide a key point of contact, support and plan activities for volunteer Locality Representatives across Southport and Formby.
6. Attend meetings with key stakeholders across Southport and Formby (in agreement with the manager) and be an ambassador for Healthwatch Sefton.
7. Preparation of all necessary reports, presentations etc, in relation to  
  
the work of Healthwatch Sefton and deliver them to community groups and key stakeholders.
8. Attend relevant training and conferences and to perform all other appropriate duties. This includes training as one of our Enter and View authorised members.
9. To work with the Healthwatch Sefton Manager to ensure contract compliance.
10. To produce written/verbal reports and minutes on behalf of Healthwatch Sefton.

## 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 your 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.

## Hours of Work

You must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. You will be expected to adopt a mature and common-sense approach to this arrangement.

## 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

### **Essential Requirements**

- To work in a flexible way within a small team to ensure maximum effectiveness of the team.
- To make presentations to groups of various sizes
- An understanding of the aims of Healthwatch Sefton.
- An understanding of the strategic issues that impact on local health and adult social care needs and services within Sefton.
- To have a knowledge and understanding of NHS and Social Care structures both nationally and within Sefton.
- A commitment to user and carer involvement and empowerment of marginalized groups and individuals.
- The ability to facilitate meetings in an effective way ensuring that all have chance to contribute in a respectful and appropriate 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.