

**Meeting New Horizons
Healthwatch North East Lincolnshire
Delivery Manager
Job Description**

Overall Objective:

The overall objective of the post is to lead and drive forward the development and delivery of Healthwatch North East Lincolnshire. The post holder will work closely with the Healthwatch Independent Strategic Advisory Body (ISAB), design and lead on projects, coordinate all statutory functions, and will be the central point of contact for all key stakeholders.

Scope:

Healthwatch North East Lincolnshire was established in April 2013 to become the new consumer champion for local health and social care services. Each Local Authority area in England has its own Healthwatch organisation and Healthwatch North East Lincolnshire is the consumer voice on health and social care issues for the population of North East Lincolnshire.

Specific Duties and Responsibilities:

Organisation Development:

- Ensure the ongoing development of Healthwatch North East Lincolnshire as the consumer champion for Health and Social care in North East Lincolnshire.
- Work closely with the ISAB and strategic partners in the development of an annual Healthwatch North East Lincolnshire work plan.
- Oversee the marketing and promotion of the organisation, ensuring optimum reach and engagement across North East Lincolnshire.
- Develop relationships with the local media to raise the profile of Healthwatch North East Lincolnshire.
- Ensure all organisational and operational policies are maintained and new policies adopted in relation to need.
- Attend training and implement guidance that is devolved from Healthwatch England and their strategic partners.
- Keep abreast of good practice and policy developed regionally and nationally and implement where appropriate at a local level.

Relationship Development:

- Act as the central point of contact for key stakeholders, commissioners, and service providers and sit on issue led boards and networks.
- Build collaborative approaches with statutory, voluntary and community sector organisations and other stakeholders to develop and sustain effective and robust information and knowledge exchange.
- Lead on all communications with Healthwatch England, the CQC and other national partners, ensuring the timely distribution of intelligence collated locally, and escalating matters of serious concern.
- Manage requests for attendance at local boards, committees and networks and attend such meetings when deemed it could add value to the work of Healthwatch.
- Attend meetings and represent Healthwatch North East Lincolnshire at local and regional strategic and issue led boards.
- Deliver presentations and progress reports at key statutory bodies including the Health & Well Being Board and Overview and Scrutiny Committee.
- In attendance of meetings, promote the purpose of Healthwatch and actively identify any issues related to health and social care provision.
- Attend awareness raising and public interfacing activities, delivering presentations or other appropriate means of communications.
- Develop relationships with all key stakeholders to enhance the influence of Healthwatch North East Lincolnshire.
- Work with key partners in the delivery and scrutiny of health and social care services and ensure appropriate protocols are in place for collaborative working.
- Provide support to the appointed/nominated Healthwatch representative on the Health and Wellbeing Board.
- Responding to requests from the Health and Wellbeing Board for Healthwatch to conduct specific engagement or consultation activities.

Delivery and Statutory Functions:

- Lead on the delivery of the strategic workplan for Healthwatch, ensuring team members are fully briefed and projects are achieved on time and to a high level.
- Implement a project management approach to the design and delivery of all workplan activity.
- Lead on issue led investigations. Provide information and analysis on key data, both qualitative and quantitative, and contribute evidence based reports and recommendations detailing the findings gained through research and engagement activity.

- Lead on and implement other projects and workplans and provide detailed project proposals as necessary.
- In line with decision making processes, coordinate all statutory functions including enter and view visits, information requests, escalations to Healthwatch England, and the coordination of intelligence gathering from a range of sources including the Information and Signposting function, and the NHS Complaints Advocacy service.
- Working with the team and relevant partners, identify when the use of Enter and View may be appropriate, either to support the development of the workplan, or in response to issues that have been raised that require immediate attention.
- Working in line with guidance from Healthwatch England, ensure that appropriate protocols and procedures are in place with regards to the execution of the Enter and View function.
- Work closely with the Care Quality Commission, Experts by Experience representatives, Social Service Quality Inspectors and any other stakeholders that perform a quality or inspection role to ensure coordination of activities and awareness of each other's workplans.
- Support the team in the collation and presentation of the findings of Enter and View visits.
- Inform key strategic stakeholders of the purpose and outcome of Enter and View visits.
- Where deemed appropriate, prepare formal requests for information to providers and commissioners, and keep a record of requests and timelines for responses.
- Identify appropriate actions when a late or insufficient response has been received, including onward referral to the Health Overview and Scrutiny Committee.
- Identify gaps in the knowledge of Healthwatch North East Lincolnshire about the health and social care needs of local residents and look to address these, particularly working with key partners.
- Assess local strategies and policy documents, including the JSNA, to identify gaps where local public concerns are not being addressed.
- Adopt an effective and shared approach to information management with appropriate sharing of data to avoid duplication, misinterpretation or underuse of data.
- Work with the team to identify gaps in service provision and alert local commissioners of any such gaps.
- Act as the central point of contact for all incoming press enquiries and be available to provide comments when health and social care related articles appear in the news, or direct enquiries to the Chief Officer where appropriate.

- Act as the central point of contact for any complaints made against Healthwatch North East Lincolnshire and escalate accordingly to internal policies.

Performance Monitoring and Reporting:

- Report back to the Meeting New Horizons Chief Officer on activity and highlighting any areas of cross boundary activity.
- Lead on the production of monthly and quarterly reports outlining the performance and achievements of Healthwatch for delivery to commissioners and strategic partners.
- Lead on the drafting and coordination of the Annual Report for submission to Healthwatch England.
- Providing direct line management and supervision to the wider staff team.

General Duties:

- To ensure that members of your team and wider Meeting New Horizons/Hull CVS are kept adequately informed of your work as appropriate and that information is provided as requested by your line manager.
- To participate in planning and team building activities within Meeting New Horizons.
- To take part in supervision / appraisal meetings as agreed in line with Meeting New Horizons policy.
- To undertake in-service training as appropriate.
- To respect confidentiality of all information acquired through working at Meeting New Horizons within the framework of the confidentiality policy.
- To work in a self servicing capacity.
- To adhere to Meeting New Horizons policies and procedures.
- To undertake any other duties commensurate with the level of responsibility of this post which you may be asked to undertake by the Meeting New Horizons Chief Officer.