



Person Specification - Healthwatch East Riding Youth & Community Outreach Officer - Maternity Cover

Requirement	Essential	Desirable
1. Abilities	<ul style="list-style-type: none"> • Evidence of working directly with youth and/or vulnerable groups. • Evidence of a creative and innovative approach to engaging with people with different needs and backgrounds. • Ability to relate positively to young people of varying ages and abilities. • Excellent interpersonal skills and the ability to engage people from a wide range of social, cultural & ethnic backgrounds in a variety of settings. • Ability to work in a public environment with a minimum of supervision. • Strong networking and relationship building skills. • Ability to lead, direct and supervise individuals / volunteers. • IT literate and numerate with the ability to produce professional documents including minutes, reports, presentations and spreadsheets. • Good working knowledge of safeguarding practices. • Ability to work independently as well as part of a team. 	<ul style="list-style-type: none"> • Experience of enabling children and young people to participate in decision making processes that make a real difference to their lives. • Familiarity with non-clinical language and terminology used within the fields of health and social care. • Experience of working with volunteers.

	<ul style="list-style-type: none"> • Focussed and well organised and capable of prioritising and planning a workload. • A calm, professional and positive approach with a focus on customer service delivery and quality. • Flexible, proactive and adaptive to the demands of the role. • Confidence to deliver presentations or workshops to a variety of audiences. 	
2. Qualifications/ Knowledge	<ul style="list-style-type: none"> • Understanding and use of community engagement and participation principles and techniques, especially in relation to engaging ‘hard to reach groups’. • Knowledge of relevant services and agencies including Health and Social Care Services / youth provision and other statutory and voluntary agencies. • Experience of designing resources suitable for different audiences. • Experienced in the application of various social media platforms and other online engagement mechanisms. 	<ul style="list-style-type: none"> • Knowledge of structures and processes in the field of health and social care. • Knowledge and understanding of issues relating to children and young people including the needs of “looked after” children, disabled children and child protection.
3. Personal qualities	<ul style="list-style-type: none"> • Positive attitude and commitment to team working. • Passionate about involving younger people in all areas of the work of Healthwatch. • Clean driving license with access to vehicle. • Willingness to travel around the county and to attend some regional/national meetings. • Flexibility to work outside normal hours occasionally and to work at other sites. • Enhanced DBS check will be required. • Commitment to promoting equality and diversity and an ability to implement this ethos in a practical, non-judgemental way throughout your work. 	

