



**Hull CVS & MNH  
Healthwatch Project Officer  
Job Description**

<b>Job Title:</b>	<b>Project Officer</b>
<b>Responsible to:</b>	<b>Healthwatch North Lincolnshire Delivery Manager</b>
<b>Based at:</b>	<b>Healthwatch North Lincolnshire, Normanby Gateway, Lysaght's Way Scunthorpe. DN15 9HY</b>
<b>Working Hours:</b>	<b>17.5 hours per week</b>
<b>Contract:</b>	<b>Permanent</b>

**Scope:**

Hull CVS as the parent charity operating within Hull; and Meeting New Horizons as the charity's subsidiary body delivering services in the wider Yorkshire & Humber region; have been established to provide development and support services to local communities and the voluntary, community and social enterprise (VCSE) sector. A key part of our role is to provide a broad range of services and support to these organisations to aid their start up, effectiveness and longer term sustainability.

We currently provide a range of traditional services and advice that fulfils the everyday needs of charitable organisations, including supporting the recruitment and management of volunteers; delivering governance and constitutional advice to organisations; and providing a range of direct business support functions including low cost accommodation and room hire; networking opportunities; training; funding advice; payroll services; and finance and HR management; all helping organisations to start, grow and develop.

In addition to supporting the local sector, Hull CVS and MNH also directly delivers a range of projects to support local community empowerment. These include a range of volunteering programmes; patient voice and advocacy; direct payments support; and the administration of a number of small grant programmes for local Charitable Trusts.

**Overall Objective:**

Healthwatch was established as a statutory service in April 2013 with the purpose of being the

consumer champion for local health and social care provision. Healthwatch has a wide remit and has a number of legal powers to help ensure that patient and public voice is at the heart of how health and care services are designed and delivered. Each Local Authority area in England has its own Healthwatch service, and our Group (Hull CVS and MNH) holds the contracts for all Healthwatch in the Humber region.

The overall objective of the role of Project Officer is to lead on all engagement, patient experience and intelligence gathering related to one of the following designated care areas of work in the Healthwatch locality:

- Primary Care
- Secondary Care and Mental Health
- Community services
- Adult Social care, Learning Disability and SEND

The post holder will work closely with the Healthwatch Manager and wider team to effectively represent the patient and public voice and contribute towards the implementation of improvements to one of the above service areas.

The post holder will be their skills in their designated care area, but will also matrix work where required across other care areas to support self-development and knowledge, and wider delivery of the service.

### **Specific Duties and Responsibilities**

#### **Intelligence gathering:**

- Responsible for gathering patient experience and feedback related to designated care areas.
- To work with fellow team members, the external NHS Complaints Advocacy Service and other external partners to ensure the triangulation of all patient feedback mechanisms in designated care areas.
- Responsible for attending meetings related to designated care area to share feedback and gather further intelligence.
- Ensure that monthly intelligence reports include all experiences gathered from designated care areas.
- To analyse, interpret and present the results of the patient experiences collected, and ensure information collected is feeding in to Healthwatch research, investigations and workplan setting.
- To lead on the collection of statistical data and background information that will support investigations and research projects.
- Leading on investigation of issues where appropriate, including development of surveys, delivery of focus groups and report writing with support from the Healthwatch Manager.

#### **Engagement and communications:**

- Act as main point of contact for feedback and enquiries related to one of the above designated health and care service areas.
- Responsible for leading all engagement with designated care area including face to face engagement activity at a range of settings to raise the profile of Healthwatch and ensure members of the public understand its role and remit.

- Responsible for ensuring the hardest to reach and seldom heard groups are aware of the work of Healthwatch and how they can have their voices heard.
- Working with volunteers to involve them in engagement activity, and where appropriate utilise the enter and view function with volunteer support.
- Work with colleagues to coordinate social media communications around designated care area and contribute to external communications such as the Healthwatch newsletter.

**Wider responsibilities:**

- Contribute to the information and signposting function of Healthwatch by responding to requests for support, and where required, refer to other services.
- Lead on initiatives that actively promote patient rights and choices; and helps improve public knowledge of today's care services and routes to access.
- To produce periodic reports about patient experiences gathered and trends identified, and to contribute to Healthwatch quarterly and annual reports.
- Project Officers will be required to support the work of their colleagues and as such will be expected to be involved in projects outside of their remit from time to time as the needs of the service change.

**General Duties:**

- To ensure that members of your team and wider organisation are adequately informed of your work as appropriate and information is provided as requested by your line manager.
- To participate in planning and team building activities within the company and to contribute to the core operation and development of the organisation.
- To take part in supervision / appraisals as agreed in line with organisational policy.
- To undertake in-service training as appropriate.
- To respect confidentiality of all information acquired through working at the organisation within the framework of the confidentiality policy.
- To adhere to company 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 Senior Management.
- To have a strong commitment to equality and diversity and to form effective working relationships across our diverse communities.