

JOB DESCRIPTION

Job Title: Assistant Engagement Officer

Responsible to: Chief Executive Officer

Responsible for: Healthwatch Central Bedfordshire Volunteers

Working Chief Executive Officer, other staff, Chair, Directors and Volunteers

Relationships: Residents, Carers and those in receipt of care in Central Bedfordshire
Voluntary and Community Sector Organisations
Central Bedfordshire Council
Bedfordshire, Luton & Milton Keynes Integrated Care Board
Health and Social Care Providers
Healthwatch England and other Local Healthwatch
Engagement Officers in partner organisations

Organisation Purpose: Healthwatch Central Bedfordshire is the local consumer champion promoting choice and influencing the provision of high quality health, social care and wellbeing services for all across Central Bedfordshire.

Job Purpose: To support the Engagement Officer in developing, delivering and maintaining high-quality community engagement activities, and in coordinating the organisation's volunteers, including their recruitment, training, ongoing support and involvement in engagement events.

Key Areas and Functions:

Engagement: Support the Engagement Officer in engaging with residents across Central Bedfordshire through a range of activities and methods, including surveys, events and outreach.

Assist in developing supporting materials such as surveys, information leaflets and reports.

Help deliver and monitor engagement projects, including collecting and analysing data and contributing to research where required.

Support the preparation of content for the quarterly Healthwatch Central Bedfordshire Newsletter and regular e-bulletins.

Record and report engagement activities and outcomes for internal use and local stakeholders.

Keep the Engagement Officer and Chief Executive informed through regular updates and contribute to monthly and annual reports.

Volunteers:

Maintain a database of existing volunteers and support the development and design of engagement activities to recruit new volunteers.

Work with colleagues to identify and encourage volunteers to be involved in engagement activities, projects, surveys and events, organised by Healthwatch Central Bedfordshire.

Work with the designated member of the Board and Engagement Officer to manage a robust training schedule for all volunteers. Monitor and control Volunteer expenses for authorisation by the Chief Executive.

Support and assist all Healthwatch Central Bedfordshire volunteers as required and work with the Engagement Officer.

Ensure that all volunteers are fully briefed and trained for their role within Healthwatch Central Bedfordshire.

Work alongside the Chief Executive and colleagues to ensure that the impact of the work of volunteers in Healthwatch Central Bedfordshire is measured, promoted and published.

Undertake other tasks and responsibilities appropriate to the role and/or that enable the organisation to deliver more flexible services.

General:

Support the development of Healthwatch Central Bedfordshire as an organisation that is fully committed to equality and diversity and to addressing health inequalities.

Contribute to the wider development of the organisation, contribute to staff meetings and work harmoniously with colleagues and external partners, supporting others in their work.

Understand and promote the priorities, activities and best interests of the organisation.

Achieve agreed performance targets and participate in regular supervision and personal reviews.

Engage in training, identify personal and professional development needs and continuously seek to refresh knowledge in relation to the job.

Healthwatch Central Bedfordshire is a small organisation with limited resources and therefore requires all staff members to proactively cover any element of core business when the occasion arises in line with organisational policies and procedures.

Travel to all parts of Bedfordshire as appropriate to deliver the role, work flexibly and be available for occasional out of hours working as appropriate.