

Job Description and Person Specification

Job title:	Project Officer
Salary:	£22,157
Responsible to:	Evidence and Insight Manager
Hours of Work:	35 Hours per week
Place of Work:	Principally home-working with the option to work at Community Base
Role type:	The post is funded initially for 12 months, but we hope to extend it subject to funding availability.
Annual Leave entitlement:	28 days per year
Pension:	Healthwatch will contribute 5%
Other details:	1 month notice period once probationary period has been completed

Healthwatch recognises the value in being diverse and inclusive. We promote equality and challenge discrimination, in order to provide the support and services needed to our local communities. We actively welcome and encourage applications from people of all backgrounds and lived experiences. These include people with disabilities; Black, Asian and Minority Ethnic communities; and the LGBTQ+ communities.

About Healthwatch Brighton and Hove

Healthwatch is the official watchdog for health and social care. If you are passionate about making a difference in your local community, then this position is for you. You can see a short video about how we work [on our website](#).

We have built a reputation for delivering high-quality projects involving patients, that make a real difference. Our [Annual Report](#) describes some of our recent work and successes. You will be part of a small team that enjoys working together and helping others.

How to apply

To apply, please send a CV and 2 page covering letter to office@hwbh.co.uk by **9am on Monday 13th December 2021**. Your letter should describe your interest and suitability for the post, referring to the Job Description and Person Specification below. We will hold interviews on Monday 20th December.

If you would like to discuss this role, then please contact Lester Coleman (Evidence & Insight Manager) at lester@hwbh.co.uk and a telephone chat can be arranged.

Main purpose of the job:

Healthwatch Brighton and Hove are recruiting for a Project Officer to join our small, dedicated, and friendly team. You will contribute to the effective delivery of our work by providing a variety of essential project-related tasks. As well as supporting the team, you will have the opportunity to lead your own projects and build essential project management skills.

Job description

1. General project support:

You will manage small often time-limited projects, as well as supporting other team members with their projects. Tasks include the following:

- Planning and preparation for projects e.g. survey design and stakeholder engagement.
- Promoting surveys and other ways to engage patients.
- Working with volunteers e.g. providing advice and templates.
- Collating survey responses and inputting data into online survey software e.g. SurveyMonkey, SmartSurvey.
- Delivering quantitative and qualitative analysis of responses and data.
- Making follow-up phone calls to survey respondents.
- Creating infographics to present project findings (some training will be provided for this).
- Writing-up findings into publicly accessible reports.
- Promoting our results using social media platforms and by updating our web content.
- Working closely with external organisations.
- Actively identifying opportunities for further Healthwatch engagement by keeping abreast of changes occurring within the health and social care sectors.

2. Hospital discharge wellbeing service project (HOPs).

You will be asked to take an active role in our nationally recognised hospital discharge project by:

- Monitoring incoming patient lists and allocating these to volunteers in a timely way.
- Liaising with the hospital discharge team at our local NHS Trust to resolve issues.
- Inducting new volunteers on to the service.
- Supporting volunteers by handling queries, hosting regular catch-up meetings and sharing information.
- Monitoring safeguarding concerns.
- Analysing and regularly reporting data to the team and external partners.
- Attending regular meetings with the local authority and Clinical Commissioning Group.

3. Volunteer coordination:

Healthwatch has a group of approximately 40 volunteers who regularly assist us with our projects. In this role you will be responsible for recruiting and supporting those volunteers:

- **Recruitment of new volunteers**
 - Maintaining up to date information about our volunteer roles and publicising these as necessary e.g. on our website, social media and other platforms.
 - Responding to new volunteer enquiries and processing applications with relevant paperwork (e.g. references).
 - Coordinating inductions and training, verifying IDs and arranging Disclosure and Barring Service (DBS) checks as required.
- **Supporting existing volunteers**
 - Listening to volunteers about their experiences of delivering our projects - taking this learning back to the team and providing feedback to volunteers.
 - Booking training and renewing DBS/Safeguarding certificates.
 - Hosting regular volunteer drop-ins to maintain relationships and keep them informed on projects.
 - Responsibility for arranging student placement volunteers which includes building and maintaining relationships with the local universities.

4. Providing additional support as and when required:

As a small organisation all staff members help one another by taking on additional tasks. These can include:

- Team-run projects - Helping with team events and team projects including contributing to the Annual Report content.
- Webinars - arranging/assisting in their set up.
- Meetings - assisting in /organising these, distributing agendas and taking minutes.
- Website - maintaining our website with information such as reports, press releases, board meetings, patient advice and information.
- Contact database - maintaining records for volunteers and other contacts.
- Promotion - supporting the distribution of press releases and newsletters.
- Social media - keeping our presence updated and explore ways to expand this.

Person specification

Experience

- Experience of delivering and planning small scale time limited projects (not necessarily in health care)
- Experience of organising and planning activities that involve volunteers or other groups/ individuals
- Experience of preparing and presenting reports / findings that include a range of information to audiences.

Knowledge

- A good understanding of equality and diversity issues, including working with people and groups less visible in decision making
- A good understanding of the health and social care landscape and current issues and challenges.

Skills and Abilities

- The ability to work flexibly and a good team player
- Excellent inter-personal skills with the ability to form and maintain good working relationships with staff, volunteers and external partners
- Excellent written and spoken communication skills
- Good IT skills including experience of Office, Excel, Outlook, the Internet and social media.
- Excellent organisational ability and ability to work at pace.
- Ability to work flexibly, creatively and on own initiative.
- Ability to take sole responsibility for some pieces of work without requiring close day to day supervision.
- Ability to adapt to different roles and styles depending on the needs of the project.
- A 'can do' approach, problem solving and solution focused.

Desirable

- Experience in project management or project planning systems.
- Experience of working in health, social care or a consumer representative role.
- Publicity, marketing and communications experience.
- Experience of working with SurveyMonkey or SmartSurvey.

Contra-indicators

Any previous convictions which would render the person unsuitable to work with vulnerable people or enter premises where vulnerable people are being cared for. This post is exempt under Section 4 (2) of the Rehabilitation of Offenders Act, and the successful candidate will be DBS-checked prior to taking up the post.