

PUBLIC VOICE ENGAGEMENT OFFICER

JOB DESCRIPTION

Salary: £26,500 FTE (+ 3% pension contribution)

Reports to: The Research and Engagement Manager

Job summary:

- To support the Research and Engagement Manager on developing, implementing, and operating community engagement plans for Healthwatch and other Public Voice projects as required. To work with and help develop mechanisms through which the views of local residents and service users can be captured, collated and analysed. To work with the volunteer co-ordinator and volunteers to support Healthwatch and other Public Voice projects. To support the Communications function in delivering relevant information to target audiences including the use of social media. Write accurate and accessible reports on the outcome of specific engagement activities and research projects

Main duties

- Contribute to the delivery of community engagement plans for all Public Voice projects as required through outreach and other activities.
- To support our outreach in the local community by running information and feedback stalls in various locations across the borough
- Ensure that the engagement activities take account of the diversity of Haringey's population and, where appropriate, the borough's Joint Strategic Needs Assessment.
- Write accurate and accessible reports on the outcome of specific engagement activities and research projects
- To manage and deliver specific projects as they arise under the supervision of the Research and Engagement Manager or other designated Public Voice Manager
- To support the communications function including the use of social media as directed by the Research and Engagement Manager and / or the Communications Manager.
- To work with the Volunteer Co-ordinator to maximise the utilisation of volunteers in our engagement activities.
- Meet regularly with service user groups and other local organisations to identify issues of concern to them and highlight these in reports and other media.
- Organise and deliver a range of consultation exercises including events, workshops, focus groups and appropriate forms of deliberative engagement.
- To signpost residents to other services and agencies as required.
- To input information into the CRM database as required.
- Contribute to building excellent collaborative working relationships with statutory and other key agencies in Haringey.
- To represent Public Voice at Healthwatch and other meetings, particularly those involving service user representatives.

- Undertake any other reasonable duties as required.

Values and behaviours

- Support the values and aims of Public Voice
- Work flexibly and collaboratively
- Promote equality and value diversity
- Work in a transparent and open manner
- Seek supervision and management support when needed
- Can be proactive and self-motivated
- Is a team player

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Person specification

Qualifications	E	D	Assessment
Degree or equivalent in related subject		*	A
Experience			
Minimum of two years community engagement	*		A
Track record of developing and implementing successful community engagement plans	*		A/I
Evidence of employing effective and creative methods and approaches to engage and involve diverse groups and communities that are traditionally hard to reach		*	A/I
Managing a team of volunteers		*	A/I
Working in inner city diverse communities	*		A/I
Programme and project management	*		A/I
Knowledge			
Knowledge of engagement methods	*		A/I
Understanding the principles of effective programme and project management		*	A/I
Knowledge of health and Social care policies and issues		*	A/I
Understanding the organisational infrastructure for delivering health and social care services.		*	A/I
Understanding of diversity and implications for engagement	*		A/I
The value of databases for managing information		*	A/I
Skills			
Good IT skills including databases	*		A/I
Excellent verbal and written skills, including speaking in public and report writing	*		I
Ability to both work on own initiative and as a team member	*		I
Other			
To work evenings and occasional weekends	*		I