

Pioneering Care Partnership

**Stockton Healthwatch Community Development Assistant**

# Responsible to: Community Development worker

# Accountable to: PCP Chief Executive & Board of Trustees

# Located: Stockton on Tees with significant outreach work require

# Scale/Salary: PCP Band 3, Point 15, salary £16,972 per annum pro rata

# Hours: 30

# Job Purpose

1. To support the delivery of Healthwatch in the Tees area
2. To engage with the local community in the Tees area, collecting information about issues of concern regarding the provision of health and social care service for the residents of the Tees area
3. To promote the work of Healthwatch in the Tees area to the citizens of the three boroughs and to a range of agencies and groups
4. To assist in delivering the work programmes agreed by the Healthwatch Boards.

**Job Description**

1. The post holderwill work mainly in one of the three Healthwatch areas covered by the Healthwatch Tees Team. This will be either Middlesbrough, Stockton or Redcar and Cleveland. They will undertake the following duties:
2. Providing information about Healthwatch, its services, the work it does and the information and advice it can provide at a wide variety of venues and through a variety of means including the distribution of leaflets, posters and other publicity material, use of electronic media and attendance at events.
3. Gathering information from service users, patients and/or consumers of health and social care service and also from the wider community about the health and social care services that they use.
4. Assisting other Healthwatch staff and or board members with the collection of data for issues being investigated as part of the Healthwatch work programme.
5. Assisting other members of the Healthwatch team in any aspect of their work
6. Keeping records of activites undertaken and of information gathered
7. Conducting personal, venue and activity risk assessments as required.
8. Being responsible for data management of information, including inputting information onto databases and creating reports.
9. Contributing to the development of systems and procedures and the whole team approach in meeting quality and performance targets.
10. Working flexibly as part of the Healthwatch team and providing cover for colleagues as required maintaining appropriate staffing levels within Healthwatch.
11. To operate within the policies & procedures of PCP
12. To assist PCP’s marketing & engagement work and use creative techniques to gather views from the communities we support.
13. To be an ambassador for PCP and represent the organisation at a number of different forums and events.
14. To be responsible for the collation of appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
15. To liaise with relevant teams to ensure that opportunities are maximised for service users/clients.
16. To ensure that finance procedures are adhered to and that all resources purchased are within the allocated project budget.
17. To support the preparation and submission of progress reports within agreed timescales as set out by managers or funders/commissioners.
18. To work with managers to develop and apply appropriate monitoring, evaluation and quality tools in accordance with the quarterly performance monitoring procedures.
19. To ensure quality standards are developed and maintained.
20. To represent the PCP on relevant community partnerships and committee’s as appropriate.
21. To recruit, support, train and motivate volunteers as required.
22. To effectively work with other partners and freelance workers as required.
23. To operate within PCP’s policies and procedures
24. To ensure Health and Safety and Safeguarding procedures are adhered to.
25. To carry out all responsibilities in line with the organisation’s Equality and Diversity Policy.
26. To undertake any training and development deemed appropriate.
27. To undertake any such duties required by your Line Manager or the Chief Executive.

**Aug 15**