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Stage 2

**Pioneering Care Partnership**

Job Description

**Volunteer & Engagement Officer**

**Responsible to:** Project Lead

**Accountable to:** Healthwatch South Tees Board & PCP Chief Executive

**Located:** Blended: Middlesbrough Office and Home Working

**Scale/Salary:** PCP Band 6 - £22,701, per year, pro rata

**Hours:** 30 hours per week (4 days)

**Term:** Permanent

# DBS Status: Required

**Job Purpose**

* To co-ordinate the recruitment, involvement, training and management of volunteers and Champions in the work of Healthwatch South Tees (HWST), including Enter and View Representatives.
* To develop and deliver a comprehensive training and support package for HWST volunteers and Champions.
* To ensure that active participation by the public and stakeholders in all aspects of Healthwatch activity is not hindered by discrimination, prejudice, assumptions or vested interests.
* Contribute to and help develop the Information and Signposting function of HWST to the public about complaints and access local health and social care services.
* Support the work of HWST in contributing to local commissioning and public engagement activities by providing flexible community engagement activities. Including facilitating task and finish and focus groups.
* Ensure the work of HWST is credible in representing the views of local people and amplifying their voice.
* Assist staff in developing systems to promote analysis of key performance data.
* To ensure that the core values and principles of each individual Healthwatch are upheld in all aspects of our activity.

**Job Description**

1. To effectively manage volunteers and Champions to support and add value to engagement activities with specific groups, communities, issues or work streams across South Tees, including working effectively with local partners and reducing duplication of engagement and consultation where possible.
2. To support and facilitate volunteer and Champions meetings and events to plan activity and share learning and promote continuous learning.
3. To ensure volunteers and Champions support specific consultation processes and provide feedback in terms of community intelligence.
4. To support volunteers and Champions to robustly gather information and evidence from local people, including specific consultation activities to ensure that HWST is as representative as possible of the community in which it operates, with local partners to reduce the duplication of engagement and consultation where possible.
5. To ensure HWST volunteer and Champions programme operates within best practice guidelines and procedures around recruitment and DBS processes, and to ensure data relating to volunteers is held in compliance with GDPR.
6. To create a comprehensive induction programme including generic mandatory training requirements.
7. To ensure that HWST volunteers and Champions reflect the diversity of the Local Authority areas.
8. To recruit volunteers and Champions with appropriate skills for HWST aligned to priorities, supporting functions and the work plan including support to provide effective and credible activity via the ‘Enter and View’ function in line with statutory requirements and best national practice.
9. To ensure volunteers and Champions have clear role descriptions and have access to relevant training and induction opportunities, and appropriate systems are in place to recognise and reward their achievements through events and activities as necessary.
10. To work closely with other staff members to understand the needs of individual projects and activity areas in order to identify suitable volunteer and Champion opportunities.
11. To ensure volunteers and Champions are fully aware of and operate within HWST and PCP policies and procedures.
12. To develop volunteer and Champions information systems to record activities and achievements and maintain appropriate records.
13. To work with volunteers to facilitate data collection from local communities, organisations and health and social care services within South Tees.
14. To oversee and process volunteer expense claims, ensuring that any expenditure incurred or committed to is in accordance with approved provision and has all the necessary approvals.
15. To continuously promote volunteer and Champion opportunities and involvement in HWST by providing relevant information as required for publications and other communications channels including newsletter, e-bulletin social media and website.
16. To assist in the delivery of an effective Information and Signposting function for HWST and input data onto our internal monitoring systems.
17. Develop relationships with relevant key stakeholders who can positively support the promotion of HWST work through a range of mechanisms.
18. Attend and participate in a range of relevant networks, forums and partnerships to further the objectives of HWST, amplifying the voice of local people.

**General**

1. Respect and adhere to Healthwatch England (HWE) guidance.
2. To be an ambassador and positive role model for PCP and HWST at all times ensuring the core values and principles of Healthwatch and PCP are upheld in all aspects of HWST activity.
3. To operate within the policies and procedures of PCP, including confidentiality, safeguarding, information governance and data protection.
4. To assist marketing and engagement work and use creative techniques to gather views from the communities we support.
5. To actively take responsibility for your own Health & Safety and ensuring procedures are adhered to.
6. To collate appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
7. To carry out all responsibilities in line with the organisation’s Equality & Diversity Policy.
8. To recruit, support, train and motivate volunteers as required.
9. To undertake any training and development deemed appropriate.
10. To undertake any such duties required by your Senior Manager or PCP Chief Executive.

**Date: February 2022**