Person Specification

Stage 2

**Healthwatch South Tees Volunteer & Engagement Officer**

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|  | Essential | Desirable | I = Interview**A = Application Form/References** |
| Education & Training |  |  |  |
| Relevant vocational qualification to level 3 or equivalent experience. |  |  | A |
| Skills and Competencies |  |  |  |
| Ability to identify, recruit and manage volunteers/Champions |  |  | **A & I** |
| Excellent communication and interpersonal skills. |  |  | **A, I & R** |
| Self-motivation and ability to motivate/enthuse others. |  |  | **A & I** |
| Good organisational skills to manage a diverse workload. |  |  | **A & I** |
| Excellent computer literacy with Microsoft Office software |  |  | **A & I** |
| Ability to take a flexible and creative approach to involving people.  |  |  | **A & I** |
| Ability to lead discussions, develop and facilitate groups and present information in a clear and concise manner. |  |  | **A & I** |
| Ability to assimilate information and use own initiative. |  |  | **A & I** |

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| Experience |  |  |  |
| Experience of working with third sector, health & social care organisations at local level in the HWST area. |  |  | **A & I** |
| Experience ofrecruiting and managing volunteers to support and add value to engagement activities with specific groups, communities, issues or work streams. |  |  | **A & I** |
| Experience of facilitating meetings. |  |  | **A & I** |
| Experience of supporting training and development with volunteers/Champions. |  |  | **A & I** |
| Community engagement work in community settings. |  |  | **A** |
| Working in partnership with other organisations. |  |  | **A & I** |
| Developing and recording relevant information to track activities and achievements and maintain appropriate monitoring records.  |  |  | **A & I** |
| Experience of overseeing volunteer expenses reimbursement processes. |  |  | **A & I** |
| Understanding of how to engage and communicate with a diverse range of local communities and audiences. |  |  | **A & I** |
| Knowledge |  |  |  |
| Understanding of the main issues relating to the provision of health and social care. |  |  | **A & I** |
| Understanding GDPR guidelines. |  |  | **A** |
| Awareness of local demographics across South Tees. |  |  | **A & I** |

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| Personal Qualities |  |  |  |
| Sensitivity, tact and high degree of personal integrity. |  |  | **A & I** |
| Flexibility and willingness to work outside normal hours where required. |  |  | **A** |
| Team player and sense of humour. |  |  | **I** |
| Commitment to Personal Development. |  |  | **I** |
| Commitment to Equality and Diversity. |  |  | **A & I** |
| Ability to work from home. |  |  | **A** |
| Independently mobile. |  |  | **A** |