The Pioneering Care Partnership

Employee Job Description

**Healthwatch Sunderland Engagement Officer (Youth Engagement)**

**Reporting to:** Healthwatch Sunderland Project Lead

**Responsible to:** PCP Board of Directors / Trustees

**Located:** Sunderland - Significant outreach work with young people will be required (Driving locally essential)

# Post: Permanent

# Scale/Salary: £19,056 per annum – pro rata

# Hours: 18.5 hours per week 1st April 2022 (Date may change dependent on recruitment timescales

# Job Purpose

1. Working with young people and other community groups to support the delivery of Healthwatch in the Sunderland area.
2. Develop and maintain relationships with youth providers and local schools to support recruitment and retention of young volunteers i.e. organizations that will encourage and assist young volunteers to support the work of Healthwatch.
3. To engage with the local community, collecting information about issues relating to the provision of health and social care for residents of the Sunderland localities specifically in relation to young people.
4. Promote positive partnership working to facilitate effective engagement of relevant organizations, communities and individuals across the Sunderland area.
5. To promote the work of Healthwatch Sunderland (HWS) to the wider public.

# Responsibilities

1. Deliver projects, working with young volunteers utilizing their experience of health and social care in the city of Sunderland.
2. Ensure HWS is representative of the community in which it operates.
3. Facilitate consultation, engagement and co-production with local health and social care commissioners and providers, HW members, service users and carers and other stakeholders as appropriate at local level
4. Contribute to effective Healthwatch representation in relevant local partnerships by providing and / or coordinating the collation of local information, intelligence and feedback in a timely manner.

**Specific Objectives**

1. Gather information from service users, patients and / or consumers of health and social care service and the wider community about the health and social care services that they use.
2. Contribute to the delivery of HWS through a wide range of communication channels, supporting the promotion and marketing of HWS and the Young Healthwatch volunteers.
3. Assist other Healthwatch staff and / or board members with the collection of data to assist with the development of the HWS Work Plan.
4. Provide general support to HWS team members as appropriate.
5. To support and guide Young Healthwatch volunteers in effective engagement with the public with the support of the Healthwatch volunteer coordinator.
6. Keep accurate and timely records of activities undertaken and of information gathered.
7. Conduct personal, venue and activity risk assessments as required.
8. Be responsible for data management of information, including inputting information onto databases and creating reports.
9. Collate and present verbal and written reports when required.
10. Work flexibly as part of the Healthwatch team, providing cover for colleagues as required to maintain appropriate staffing levels within Healthwatch.
11. Operate within the policies and procedures of PCP.
12. Carry out all responsibilities with due regard to the organisation’s Equality and Diversity Policy.
13. Undertake training and development deemed appropriate.
14. Monitor and maintain Health & Safety and security within the workplace.
15. Undertake any other such duties which are deemed appropriate by your Line Manager.

**February 2022**