

Job Description

Job Title:	Project Officer
Line Managed by:	Head of Community Engagement & Projects
Salary:	£25,605-£28,470
Hours:	37 hours a week
Holidays:	29 days plus Bank holidays, plus a special wellbeing day per year
Contract Type:	Permanent
Location:	Hybrid working from home and the office base at Byron Business Centre, Hucknall as required.

Healthwatch Nottingham and Nottinghamshire

Healthwatch Nottingham & Nottinghamshire (HWNN) is the independent patient and public champion that has a statutory responsibility to hold local health and social care services accountable to their communities for the services they commission and provide. Our mission is to champion excellent health and social care for communities, especially those whose voice is not heard.

We are a values led organisation:

Our values

1. INCLUSION – we acknowledge and value difference where all voices can be heard
2. COMPASSION – we listen to, and care about, people's experiences and want to make a positive change
3. INTEGRITY – we are open, honest and reliable.

Project Officer (with a focus on HWNN *Enter and View* function)

This role has been created to support the implementation of our ambition to develop the organisation for greater impact and long-term sustainability, with a transformed approach to how communities are empowered to have a voice.

Purpose

The role of the Project Officer is to:

- Create, develop and lead a high quality Enter and View function within the Community Engagement and Projects team.
- Undertake impactful reporting from the findings of our activities, insights and intelligence from communities, care providers and the wider public in Nottingham & Nottinghamshire
- Develop and maintain partnerships with community groups and health and social care providers, local residents, patients and service users to enhance our impact and effectiveness.
- Play a key role within the Community Engagement and Projects team to deliver innovative and effective approaches to empowering local communities to have a voice through the Enter and View Programme.
- Organise and attend local engagement activities and promote HWNN, particularly with research activity.

Key Responsibilities

1. Enter and View Programme

Ensure that robust and effective systems are in place to capture, analyse and report on local care users' experience, insights and intelligence, including:

- Plan and implement a programme of both reactive and proactive Enter and View visits to service providers in Nottingham and Nottinghamshire.
- Prepare appropriate tools and protocols for Enter and View visits.
- Lead, support and facilitate Authorised Representatives to carry out Enter and View visits including checking availability, arranging pre-meetings and de-briefs.
- Provide support to all Authorised Representatives during, and immediately after Enter and View visits if required, i.e. to respond to, or escalate, any significant concerns or issues in line with HWNN protocols.
- Work with the CEO and the Head of Community Engagement and Projects to develop partnerships and opportunities to secure commissioned work.
- Work strategically with partners, using excellent interpersonal skills to build trust and develop relationships with a diverse range of health and

care providers, commissioners and the regulator to secure maximum impact from the visits undertaken.

- Support the Volunteer Co-ordinator to recruit Authorised Representatives from diverse backgrounds, including experts by experience, and ensure training needs are considered, providing them with opportunities to develop their skills as appropriate.
- Lead and draft high quality and impactful reports and presentations from Enter and View visits, ensure they are distributed and ensure recommendations are followed up in a timely manner.
- Organise Re-visits as appropriate to follow up recommendations.
- Work with the Data and Insights Officer to rigorously analyse and interpret data and information gathered from Enter and View visits, including both qualitative and quantitative analysis.

Working with the Comms Officer, ensure that:

- Enter and View activity is planned and promoted in ways that is inclusive and reflective of all voices of the diverse community we serve.
- HWNN Enter and View activity has a high profile in Nottingham and Nottinghamshire, promoting its positive impact for care users and care providers.
- Appropriate Enter and View content for print and online is maintained along with relevant sign posting resources as and when required.

2. Other Projects and Reports

- Design and support community intelligence gathering for projects, for example visits to service providers to interview users, conducting outreach events, developing surveys and questionnaires, organising and conducting focus groups or conducting telephone interviews.
- Monitor the progress of projects against the agreed scope and timescale.
- Working with the Head of Community Engagement & Projects, ensure projects fulfil the requirements of legislation around health & safety, data protection and contractual obligations.
- Accurately record the impact of HWNN and the work that it undertakes.
- Maintain up to date knowledge of health and social care systems and structures in Nottingham and Nottinghamshire.

3. Community Outreach and Engagement

Play a key role within the Community Engagement and Projects team to:

- Deliver a range of innovative and effective approaches to empowering local people and communities to have a voice, especially those whose voice is not heard.
- Use a range of different methods and techniques for engagement as appropriate.
- Build and maintain relationships with new and existing groups and networks within Nottingham and Nottinghamshire.
- Provide content that can be shared on social media and other communication channels as required.

4. Enter and View Volunteers (Authorised Representatives - ARs)

- Ensure that HWNN ARs are supported to deliver best practice specific to the Enter and View function, including:
- Provide insights and support to the Volunteer Co-ordinator to recruit suitable ARs as and when appropriate.
- Ensure effective oversight of ARs and ensure that they are integrated, trained and supported to carry out their function.
- Oversee time limited and ongoing pieces of work involving ARs or other volunteers within the Community Engagement and Projects department.
- Be responsible for tasking, supporting and developing ARs in collaboration with and support from the Volunteer Coordinator.

5. General

- Uphold the values and ethos of HWNN.
- Take responsibility for own personal development and take part in reviews, appraisals, team meetings, staff development and away days.
- Work as part of the wider HWNN team and support other colleagues as needs arise.
- To adhere to all HWNN policies and procedures, including Safeguarding, GDPR and Health and Safety.

- Keep abreast of health and care policy developments and services to ensure your knowledge base is up to date to inform your work.
- Maintain operating procedures for all key activities.
- Demonstrate commitment to equality, diversity, equity and inclusion in all aspects of your work.

Other requirements

1. Willing to have a DBS Check as appropriate
2. Must be legally entitled to work in the UK
3. This role will require travel across Nottingham and Nottinghamshire, with occasional requirements to attend national events.
4. Hold a current driving licence, and access to a vehicle – highly desirable

This job description outlines your main tasks and responsibilities, but you may be required to undertake further duties when necessary

Person specification – Project Officer

Essential requirements
Qualifications/Experience
Experience of conducting outreach and engagement activities and planning and organising programmes of activity
Experience of carrying out social research with communities
Experience of analysing data, writing reports and recommendations, editing and proof reading for a range of audiences
Experience of project management, delivering projects to deadlines and responding to changing priorities in an agile work environment
Experience of working with a range of stakeholders, including underserved communities, local government, healthcare providers and voluntary sector organisations
Experience of working with volunteers and/or supporting volunteer-led projects
Knowledge and skills
Ability to network, manage and develop external relationships with partners and stakeholders including senior stakeholders in health and social care and the Care Quality Commission (CQC)
Knowledge of health and care delivery in the context of commissioning, local Healthwatch and patient/service user engagement & involvement
Understanding of safeguarding principles for vulnerable adults and children

Ability to summarise complex information into a simple and accessible format for varied audiences, using high standards of oral and written English
Excellent interpersonal communication skills and the ability to engage and build relationships with a broad range of people with lived experience
Strong organisational and planning skills, and the ability to prioritise in the face of competing demands
IT skills including MS Office and social media
Personal attributes
Enthusiasm for service user involvement & empowerment and the use of feedback to help facilitate change
A desire to raise the quality and standards of health and care services
Understanding of and commitment to the values of HWNN
Understanding of and commitment to equality, diversity, equity and inclusion in practice
Able to appropriately influence others
Ability to work flexibly whilst managing conflicting demands and pressures
Ability to be self-motivated and work proactively, independently and as part of a team, contributing to overall organisational goals and objectives
Proven ability to meet deadlines