

# Community and Volunteer Engagement Officer

## Application Pack



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## Dear Applicant

Thank you for your interest in the post of Community and Volunteer Engagement Officer for Healthwatch Dudley. We are looking for a talented, knowledgeable and experienced individual to join the team.

Regarding the application process, please note that we do not accept CVs. All information relevant to your application **MUST** be on the application form.

You may return your application to us via email to:

[joinus@healthwatchdudley.co.uk](mailto:joinus@healthwatchdudley.co.uk) you will also need to send a signed copy of your application to: Team Healthwatch, Healthwatch Dudley, 7 Albion Street, Brierley Hill, DY5 3EE.

**The deadline for applications is:            Tuesday May 27<sup>th</sup> 2014 at 12 noon**

**Interviews will take place on:            Thursday June 5th 2014**

If you wish to have an informal discussion about this position, please contact Rob Dalziel on 03000 111 001.

If application numbers are high we regret that it may not be possible to inform unsuccessful applicants individually. Therefore, if you do not receive a response from us within two weeks of the closing date for applications, please assume that you have not been shortlisted for interview on this occasion. Nevertheless, we would like to thank you for your interest in working for Dudley CVS and Healthwatch Dudley and please do not let this deter you from applying for any future posts.

We look forward to hearing from you.

Yours sincerely

**Jayne Emery**

Chief Officer  
Healthwatch Dudley

**Andy Gray**

Chief Officer  
Dudley Council for Voluntary Service

## What is Healthwatch?

The Health and Social Care Act 2012 made way for a new consumer champion and Healthwatch was launched in April 2013. The service operates on two levels, nationally through Healthwatch England and regionally through 148 local Healthwatch in England. Local Healthwatch organisations aim to give people a stronger voice to influence and challenge how health and social care services are commissioned and delivered in their area. For more information about Healthwatch England, visit [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

## Healthwatch in Dudley borough

Dudley borough comprises a diverse community with a wide variety of health and social care interests and issues. Your involvement will help the Healthwatch Dudley team to collect valuable information on people's views and experiences of using health and social care services. The aim is to ensure the views of local people are taken seriously by decision makers, and the commissioners and providers of services. Healthwatch Dudley is commissioned by Dudley Metropolitan Borough Council who awarded the contract to deliver the service to Dudley Council for Voluntary Service (DCVS). It operates independently of DCVS and has its own board, made up of different representatives with an interest in health and social care.

Visit [www.healthwatchdudley.co.uk](http://www.healthwatchdudley.co.uk) for more information.

## Dudley Council for Voluntary Service (DCVS)

Dudley Council for Voluntary Service (DCVS) represents and supports voluntary and community sector organisations and groups and their volunteers in Dudley borough. It provides networking and training opportunities to facilitate the sharing of knowledge, improved planning, and enhanced fundraising activity to build a stronger and more resilient voluntary and community sector. DCVS is a Registered Charity (No. 517766) and a Company Limited by Guarantee in England and Wales (No. 1998105).

Visit [www.dudleycvs.org.uk](http://www.dudleycvs.org.uk) for more information.

## Job Description

<b>Job Title:</b>	Community and Volunteer Engagement Officer
<b>Employer:</b>	Dudley Council for Voluntary Service (DCVS)
<b>Responsible to:</b>	Chief Officer Healthwatch Dudley
<b>Hours of work:</b>	25 hours per week to be worked flexibly across weekdays evenings and weekends as is appropriate to planned and emerging activities.
<b>Salary:</b>	NJC Scale 5 (£19,817 - £21,734) pro rata + pension contribution after probationary period
<b>Travel expenses:</b>	Paid at equivalent NJC casual user rates
<b>Holidays:</b>	21 days (plus bank holidays) pro rata
<b>Contract Period:</b>	Initially until 31 March 2016
<b>Location:</b>	Based at Healthwatch Dudley Hubs

## Main purpose of the job

The Community and Volunteer Engagement Officer will play an important role in supporting Healthwatch Dudley to engage with communities and groups to gather people's views and experiences of health and social care services. At the same time, you will need to ensure that the information collected is recorded and stored appropriately and can be analysed and presented in ways that help to influence the discussions and decision-making processes of key stakeholders with an interest in health and social care.

You will help to support the Healthwatch Dudley information and signposting service for the public directing them to appropriate health and social care or complaints services.

The post-holder will be responsible for managing a team of Healthwatch Dudley volunteers who are involved in different health and social care activities, including the operation of Community Information Points, Enter and View visits, and undertaking research. You will help to support volunteer recruitment and training and ensure that volunteer policies and procedures are adhered to and kept up to date.

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## Duties and Responsibilities

- Help to gather people's views and experiences of health and social care services, at consultation meetings and workshops, events and conferences, reaching out to lesser heard voices at all possible opportunities.
- Help with interviews, surveys and focus group work, updating information collected on relevant databases.
- Identify and contact relevant networks, organisations and groups to raise awareness of Healthwatch Dudley and contribute to discussions with a range of health and social care organisations, liaising with DCVS colleagues to build on existing relationships.
- Assist with the recruitment and support and management of Healthwatch Dudley volunteers.
- Support with the design and implementation of a community engagement and empowerment strategy, to enable people to have a voice and influence how health and social care services are provided.
- Facilitate minute taking at meetings, circulate documents, contribute to newsletters and press releases, help with correspondence, telephone, social media, email enquiries and maintain records as appropriate.
- Provide cover to maintain the Healthwatch Dudley service during its hours of operation where necessary.

## Other requirements:

- Willing to work flexible hours and travel across the Dudley borough.
- Able to comply with all Dudley CVS and Healthwatch Dudley policies and practices, and work according to best practice principles regarding equal opportunities, embracing and celebrating diversity.
- Must be willing to undertake a disclosure and barring (DBS) check and be suitable to work with children, young or vulnerable people, or finance.
- Must be legally entitled to work in the UK.

## Person Specification

Requirement	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> <li>Five GCSE passes at Grade C or above including Maths and English or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of ongoing development and training.</li> </ul>
Skills, Knowledge & Experience	<ul style="list-style-type: none"> <li>Good communication skills and experience of word, excel and powerpoint software</li> <li>Knowledge of the voluntary and community sector, community development, and research methods including interviews, surveys, and focus groups work.</li> <li>Good organisational skills, a team worker, but able to work on own initiative and with minimal supervision to manage priorities and meet deadlines.</li> <li>Experience of dealing with people, collecting and recording information, whilst showing respect for individuals and maintaining confidentiality where appropriate.</li> <li>Experience of working with diverse communities and helping to organise public meetings, events and workshops.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of the health and social care environment.</li> <li>Strong social media awareness and understanding of how to use it effectively.</li> <li>Experience of recruiting, training, supervising volunteers and their management to achieve desired objectives.</li> <li>The ability to process and interpret complex information.</li> </ul>
Personal Abilities & Motivation	<ul style="list-style-type: none"> <li>Good time and workload management skills, willingness to seek support and guidance, and ability to undertake some evening and weekend working.</li> <li>Willingness to undertake further training and learning.</li> <li>Commitment to high standards of behaviour in the public sphere through the seven principles of public life (selflessness, integrity, objectivity, accountability, openness, honesty and leadership)</li> </ul>	

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[www.dudleycvs.org.uk](http://www.dudleycvs.org.uk)  
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