

Project Manager Community Engagement

**Deadline for applications Thursday 24th
September 2020 at 11.00 pm**

Interview Date (Virtual) 2nd October 2020

What is Healthwatch Enfield?

Healthwatch organisations are independent champions of people who use or may use health and social care services. Local Healthwatch were established in each local authority area in England from April 2013, under the Health and Social Care Act 2012. They are funded by central government through contracts with local authorities. They are supported by a national organisation, Healthwatch England.

In Enfield, Combining Options to Generate Solutions was established with responsibility for the Healthwatch Enfield contract.

What is Healthwatch Enfield's Role?

Healthwatch Enfield interprets its statutory responsibilities broadly as follows:

- a) promoting greater involvement by local people in the planning and provision of health and social care services;
- b) collecting feedback from local people about health and social care services, identifying themes where possible, and using this feedback to secure improvements to services;
- c) raising local people's expectations about what to expect from health and social care services and helping them to find out what is available;
- d) using our powers, such as publishing reports, making recommendations, conducting 'enter and view' visits, and participating in the Enfield Health and Wellbeing Board, in pursuit of these objectives.

Our aim is that all those who plan and provide health and social care services for Enfield people will listen to them and work with them to shape good quality provision that meets people's needs. We want local people to be able to influence the design and delivery of local services and hold services to account. And we want individuals to feel more able to speak up for themselves in asking for good quality, appropriate care.

How does Healthwatch Enfield Perform its Role?

Healthwatch Enfield has developed a good reputation as a well-led, professional organisation that has a real impact on local people's experiences of health and social care services.

We have a team of four staff, five active Board Members, and about twenty volunteers. In such a small team, everyone has an important role to play and it can sometimes be ‘all hands on deck’ to ensure that things get done.

We have undertaken excellent engagement work, often in partnership with local voluntary and community sector organisations, with a range of local communities whose views may not normally be heard or acted on. We have also ensured that we hear from a broad cross-section of people in Enfield through a series of ‘pop-up’ stalls throughout the borough, often staffed by volunteers.

We produce professional reports that are well-received and influential. We conduct Enter and View visits to a range of sites and make specific recommendations for change or commend good practice. We work behind the scenes, where appropriate, to help steer organisations towards greater engagement with their public. We provide prompt, helpful information to individuals trying to navigate the health and care system. We contribute to a wide range of partnership boards locally and for North Central London (comprising Barnet, Camden, Enfield, Haringey and Islington).

What has Healthwatch Enfield Achieved?

Some of our achievements are set out in our annual report for 2019/20: available on the Healthwatch website

Key achievements include :

- Lobbying for the Urgent Care Centre at Chase Farm to maintain operational hours
- During Coronavirus producing a number of reports looking at the needs of local residents
- Organising webinars for targeted groups
- Signposting and supporting individuals to resolve problems
- Our current priorities are :
 - Mental Health and Young People
 - Access to GPs
 - Identifying the issues faced by the wide variety of local ethnic groups
 - Supporting the change to Integrated Care Services

Application and Selection Process

To apply, please provide:

- a completed application form. A copy of your CV may be submitted as parts 2 3 4 5 and 6 of the application form
- a personal statement of 2-4 sides of A4 evidencing how you meet each of the Person Specification criteria included in this document. Please use the pro forma included with this information pack; and,
- a covering letter.

Your covering letter should include each of the following:

1. your home address, email address, and mobile phone number;
2. your current or most recent salary (evidence of this may be required later);
3. information on any access requirements that you may have for undertaking the presentation, attending interview, or undertaking the role;
4. details of two referees, one of whom must have supervised your recent work. Please explain in what context and for how long you have known them (we will not contact them until after interview);
5. confirmation that you are permitted to work in the UK (evidence of this will be required at interview);
6. an indication as to whether there are any matters that you would wish to raise in relation to undergoing a DBS check;
7. confirmation that all information in the application documents (including the covering letter) is true, could be verified if needed, and confirmation that you understand that including any false information could subsequently lead to instant dismissal, should you be appointed to the post.

Closing date for applications: 11.00pm on Thursday 24th September 2020

Please submit applications to:
Noelle.Skivington@healthwatchenfield.co.uk

Shortlisting and Interview

We aim to contact those shortlisted by Monday 28th September 2020

Healthwatch Enfield regrets that we can contact only those applicants who are shortlisted, so if you are not contacted prior to the interview date, you should assume that you have not been shortlisted.

Shortlisted candidates will have a formal interview (virtual) on Friday 2nd October. Only one of those dates will be chosen as the interview date. Prior to the interview, each candidate will have the opportunity to meet the staff team for 10-15 minutes.

This post is subject to DBS clearance and references.

End of Document