

Job title	Community Outreach, Research and Events Co-ordinator
Reporting to	Community Engagement Manager
Responsible for	Community Engagement and Outreach Volunteers
Salary	£25,000 - £27,500 per annum, depending on experience Employer pension payments of 5% pa will be made. The employee is also expected to make pension contributions, in line with national auto-enrolment arrangements
Hours	37.5 hours per week. Some evening and weekend work is required
Location	Community House, 311 Fore Street, London N9 0PZ and various locations within the community

Healthwatch Enfield was established in 2013 to act as the statutory, independent consumer champion for health and social care services in the borough. We're here to amplify the voices of local people and to help them navigate the complex systems of health and social care. Everything we say and do is informed by our connections with Enfield's residents. A key focus of Healthwatch Enfield is on understanding the needs, experiences and concerns of people, who use services, so that we can speak out on their behalf in order to seek improvements in services.

We aim to ensure that all those who plan and provide services in the borough listen to the voices and experiences of local people directly, or via Healthwatch Enfield, to shape high quality services that meet individuals' needs.

Each year Healthwatch Enfield undertakes an extensive programme of work, which aims to have a positive impact for individuals, communities and the wider system.

The role of the Community Outreach, Research and Events Co-ordinator is key to the future success of Healthwatch Enfield. You will be responsible for enhancing community engagement whilst also ensuring we achieve the highest possible positive public profile through outreach activities. Obtaining local residents' views is vital, therefore, expect spending the majority of your time out and about listening to people: getting their opinions on services and collating their feedback.

1. Main duties

- Working with the Community Engagement Manager to deliver an effective programme of engagement and involvement of local stakeholders including residents, communities, organisations and statutory sector partners.

This entails:

- planning, organising and delivering events and activities
- researching activities around the borough organised by other bodies / organisations
- developing relationships with other groups and organisations to ensure Healthwatch Enfield is invited to their events and activities
- To manage Healthwatch Enfield's Community Engagement and Outreach Volunteers
- To adhere to our research approach and methodology to gather evidence and data.

This entails:

- carry out face-to face surveys

- travelling across the borough to run pop up events, distribute promotional materials and document the relevant information

2. Key responsibilities

2.1 Working with the Community Engagement Manager, to deliver an effective programme of engagement and involvement of local stakeholders including residents, communities, organisations and statutory sector partners

- 2.1.1 To contribute to the development of Healthwatch Enfield's engagement and involvement strategy including to continuously review and propose new approaches to meaningful involvement and engagement
- 2.1.2 To engage with local people as part of Healthwatch Enfield's annual programme of work to seek their views and experiences, taking responsibility for all aspects of the engagement activities. This will require you to collect rich and meaningful feedback, on specific topical subjects identified by the organisation to be collected from a range of the general public and/or from targeted groups. There will often be numeric targets to enable meaningful analysis of data collected.
- 2.1.3 To further develop and enhance our relationships with local groups and organisations
- 2.1.4 To improve awareness of Healthwatch Enfield at events and in the community
- 2.1.5 To advocate for the role of service users, patients, carers and their relevant organisations within the health and social care fields seeking to secure opportunities for direct representation

2.2 To manage Healthwatch Enfield's Community Engagement and Outreach Volunteers

- 2.2.1 To be responsible for promoting volunteering opportunities and recruiting a range of volunteers from the local community to undertake engagement and outreach activities
- 2.2.2 To ensure all volunteers are appropriately trained, supported and supervised
- 2.2.3 To be responsible for scheduling volunteers to support community engagement and outreach activities and events effectively

2.3 To adhere to our research approach and methodology to gather evidence and data

- 2.3.1 To ensure application of appropriate, robust action research methods and tools such as surveys and focus groups in order to collect qualitative evidence of local people's views and experiences. Data must be collected in a structured and systematic way, as defined by the organisation.
- 2.3.2 To work with colleagues to analyse and assess feedback in order to develop an evidence base to inform the organisation's influencing work

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2.4 Additional responsibilities

- 2.4.1 To support business development and fundraising activities, as requested
- 2.4.2 To complete specific tasks allocated through work plans, project plans and the annual operationalised strategy of Healthwatch Enfield.
- 2.4.3 To provide monthly and quarterly reports based on accurate data and informative commentary within your areas of responsibility for performance management purposes
- 2.4.4 To comply with Healthwatch Enfield's policies, procedures, management and monitoring systems.
- 2.4.5 Any other duties commensurate with the skills and abilities of the post holder as directed by your line manager
- 2.4.6 To ensure that all activities are carried out with due regard to the diversity within the Borough and within an Equal Opportunities Framework

3. Valuing diversity

It is the aim of Healthwatch Enfield to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end Healthwatch Enfield has an Equal Opportunities Policy and it is for each employee to contribute to its success.

4. Review of this job description

All staff are expected to maintain a flexible approach to their roles and respond to Healthwatch Enfield's changing needs. The responsibilities of this post may be changed subject to review, over a period of time. This will be done in consultation with the post holder.

5. DBS Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

Person Specification (Please note: E - essential; D - desirable)

Education, qualifications and training	
A degree in a related area, e.g. Public Health, Social Care, Psychology, Marketing	D
Experience	
Experience of engaging with and communicating effectively with a range of stakeholders	E
Experience of developing and / or delivering community engagement activities and events	E
Experience of supervising staff or volunteers	D
Experience of working with or engaging with seldom heard communities	D
Knowledge and skills	
Excellent communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders	E
Strong organisational and planning skills, the ability to prioritise in the face of competing demands, and proven success in delivering work personally (and through others) to deadlines	E
Ability to use own initiative whilst demonstrating sound judgement and decision-making skills	E
Ability to think on your feet and be comfortable multi-tasking and juggling priorities	E
An understanding of diversity and equal opportunity issues as they relate to accessing and using information and health and social care services	E
Computer literacy enabling the effective use of the Microsoft suite of packages	E
A good understanding of the health and social care issues at either a national or local level	E
Excellent interpersonal skills, enabling the post holder to influence and to work effectively as part of a team	E
Knowledge of local health and social care organisations and / or the local voluntary and community organisations	D
Other	
Enthusiasm, imagination, innovation, energy and drive with a warm, outgoing personality	E

Has credibility and is persuasive to meaningfully engage with stakeholders at all levels	E
Enthusiasm for working for a small but influential organisation	E
Willingness to take on different tasks as the role develops to meet the needs of the organisation and an ability to work well under pressure	E
Willingness to undertake travel within the borough at least several times a week	E
Availability to do evening and weekend work (with time off in lieu as appropriate) as and when necessary	E