

Job Description:
Healthwatch Plymouth
Engagement Officer

May 2025

Job Title: Healthwatch Plymouth Engagement Officer

Salary: FTE £25,252.50 (Pro Rata)

Hours: 22.5 hours/week flexible with occasional weekends

Location: Office based at William Sutton Memorial Hall (St Budeaux) with occasional remote working from home, and various outreach locations in Plymouth and wider Devon area.

Employer: Colebrook (South West) Ltd

Reports to: Healthwatch Plymouth Co-ordinator

Contract: 10-month Fixed term, with possible extension.

Notice Period: Minimum of 1 calendar month

Pensions: Employees' pension Scheme available

Background

Local Healthwatch organisations were established as fully independent consumer champions run by local people, for local people. We are part of a national network of Local Healthwatch that was set up under the Health and Social Care Act 2012.

Healthwatch England is the national body for Healthwatch, working with the network of 152 local Healthwatch (such as Healthwatch Devon, Plymouth and Torbay) and other partners to address national issues with access to and quality of health and social care services.

Healthwatch gather and represent the views of the public to influence improvements in health and care service provision and share good practice.

Healthwatch in Devon, Plymouth, and Torbay (HWDPT) is hosted by a partnership of three local organisations – Colebrook (Southwest) lead, Healthwatch Torbay and Engaging Communities South West (HWT & ECSW) and Citizens Advice Devon.

We offer an exciting opportunity to join our dynamic team that delivers HWDPT.

The post holder will be employed by Colebrook (South West) Ltd, to work within the HWDPT project.

Engagement Officer Job purpose

To ensure wide, diverse and representative participation of citizens across Plymouth to gather and record the views of the public and of service users concerning the delivery, organisation and commissioning of local health and social care services.

The post holders will work to engage with diverse community groups and user and carer groups, including young people, the elderly, and people from black and minority ethnic backgrounds with a special focus on the seldom heard and hard to reach. A range of methods will be used including events, forums both face to face and online to encourage and develop their involvement and participation in the monitoring, evaluation and improvement of health and social care services.

Healthwatch Plymouth Engagement Officer Job Description

Key deliverables of the post:

- Work closely to support the Healthwatch Plymouth (HWP) Co-ordinator to deliver the Plymouth engagement work plan.
- Work as part of a team including volunteers, to undertake engagement and feedback, listen and capture people's views and experiences using different engagements methods.
- Ensure that all activities engage a wide range of people and communities (including those who are seldom heard or marginalised and other stakeholders) in Plymouth.
- Recruit and develop the Community Listeners Network in Plymouth and that they are actively engaged with HWP work plan.
- Work closely to recruit and support volunteers to deliver HWP work plan.
- Work with the HWP Co-ordinator to prepare surveys to collect appropriate, feedback and data for the community in Plymouth to improve health and social care services.
- Assist with analysis identifying what information is required for any reports relevant to Plymouth.
- Help ensure the views of local people are consider by health and social care decision makers in Plymouth.
- To provide Engagement admin support for HWP supporting the Plymouth Co-ordinator and volunteers as follow:
 - Maintain database of key contacts for HWP.
 - Support the administration of the HWP Steering group of Lay representatives.
 - Organise meetings, including booking venues, preparing agenda's, printing and photocopying documents, taking minutes as required, distribution of papers before and after meetings (NB some meetings may be online).
- Represent HWP at meetings/forum/networking events as required.

- Help ensure HWP is accessible, inclusive, responsive and delivered and meets the Equality Act.
- Whilst this role is mainly focussed on Plymouth, you may be part of a wider team delivering engagement across the wider Devon area.
- Carry out any other task that is in scope of the post to ensure the effect delivery of the service.

Person Specification

PLEASE NOTE: Each application will be assessed against the criteria that are essential for this post and it is on this basis that applicants will be short listed for interview. It is therefore vital that these criteria are clearly demonstrated both on your application and at interview.

Qualifications & Training

Essential *(A DBS check will be undertaken upon offer of employment)*

- General education to GCSE / O level standard or equivalent, including English and Maths.

Desirable

- *Previous experience of training others or group work.*

Experience & Knowledge

Essential

- Excellent IT, organisational and administrative skills including working knowledge of word processing and excel spreadsheets by using Microsoft Office (i.e. Excel, Word, Outlook, Power Point)
- Demonstrable experience in delivering engagement activities in the local community
- Ability to communicate effectively both verbally and in writing with a broad range of volunteers, professionals and members of the public
- General customer service and admin experience
- An understanding of data protection and confidentiality

Desirable

- *General knowledge of local Health and Social Care services*
- *Experience of working with Volunteers or volunteering*
- *Ability to work with a wide range of people, developing close working relationships with colleagues, volunteers and partners including within social media channels*
- *Knowledge of Microsoft 365 including SharePoint & Teams*
- *Experience of analysing Data*

Skills & Competencies

Desirable

- *Practical experience of using CRM database to support relationship management*

healthwatch

in Devon, Plymouth and Torbay

healthwatch Devon

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