**Engagement and Volunteer Coordinator**

**Title:** Engagement and Volunteer Coordinator

**Employed by**: Healthwatch Blackburn with Darwen CIC

**Location**: Unit 19 Eanam Wharf Business Centre, Eanam Wharf, Blackburn

**Reports** t**o**: Chief Officer

**Salary:** £24,000 pro rata

**Hours:** Part time -25 hours per week fixed term for 12 months (role may be extended dependent on funding)

**Purpose:**

You will be responsible for managing and ensuring delivery of Healthwatch Blackburn with Darwen’s Information and Signposting Service and recruiting, training, and supporting volunteers to deliver the service across the borough.

The aim of this service is to help local people navigate health and social care services in Blackburn with Darwen and be able to raise their concerns.

This role provides a fantastic opportunity to use your expertise and knowledge of local health and social care services and your proven communication skills to support the development of the organisation and help to improve health outcomes for local people.

**Main responsibilities:**

* To deliver a high-quality Information and Signposting Service
* To listen to and respond to people contacting the information service either via the telephone, email or face to face, about a wide range of health and care related enquiries and provide appropriate answers and responses in the manner that meets their needs
* Liaise with partner organisations, including complaints handling departments and safeguarding teams, to support residents with queries or concerns about health and social care services
* Make appropriate referrals to advocacy organisations for individuals needing support with a complaint about health and social care services
* To build links and relationships in local communities to enable Healthwatch to hear the experience of many people including those who are least heard
* To promote volunteering at Healthwatch BwD, recruit volunteers and support their training, together with the Chief Officer, both as an induction and on an ongoing basis to help deliver the information and signposting service
* To develop systems and procedures to support volunteering and maintain quality standards together with the rest of the Healthwatch BwD team
* To gather feedback from residents on the effectiveness of the information and signposting service so that we can ensure that it meets their needs
* To maintain a database of calls, emails and face to face contacts made to the information and signposting service which can be analysed for themes and shared with Healthwatch England and other partner organisations as appropriate

**General Duties:**

* To carry out the duties of the post in accordance with Healthwatch BwD Health and Safety, Safeguarding, Equal Opportunities and all other policies and procedures
* To contribute to board reports to and attend board meetings as required
* To carry out any other reasonable and necessary duty requested by the line manager
* To communicate professionally and effectively with all staff and volunteers in the organisation
* To deal with highly confidential/contentious information in a discrete and appropriate manner

**Personal Specification**

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| **Criteria** | **Specification** | **Essential/ Desirable** | **Application, Interview,** |
| **General** | Experience of working to project plans, targets and outcomes | E | A,I |
| Experience of working with patients and service users and/or people from excluded communities | D | A,I |
| Experience of responding to and providing information to members of the public by phone and other methods | E | A,I |
| Experience of working with/liaison with a range of professionals and decision makers | D | A,I |
| Experience of devising or running training | E | A,I |
| **Skills** | Ability to form and maintain good working relationships and relate well to a wide range of people and agencies | **E** | **A,I** |
| Proven project management skills | **E** | **A,I** |
| Ability to communicate with, supervise and empower volunteers to be effective in their roles | **E** | **I** |
| Clear verbal communication and strong interpersonal skills enabling effective communication with people from all backgrounds and with varying communication needs | **E** | **A, I,** |
| Written communication skills: ability to write in plain English; ability to write reports suitable for external audiences, ability to produce questionnaires and surveys. | **E** | **A,I** |
| Time management and planning skills enabling you to set your own work plans and to oversee volunteer workloads appropriately, meeting goals and tight deadlines effectively | **E** | **A,I** |
| Ability to think analytically and critically to gather information such as survey findings and undertake analysis | **E** | **I,** |
| Ability to manage conflict and problem solving whilst retaining a positive attitude | **E** | **I** |
| **Knowledge** | Knowledge of good practice in working with volunteers | **D** | **A,I** |
| Understanding of the requirements of monitoring and evaluation | **D** | **A,I** |
| IT skills including: experience of Microsoft Office, Social Media and web based systems | **E** | **A** |
| Good understanding of the needs and challenges faced by diverse and excluded communities | **E** | I |
| Knowledge of good practice in public and patient engagement and involvement with particular reference to health and wellbeing | **D** | **A, I** |
| Knowledge of legislation and best practice in working with children and vulnerable adults | **D** | **A,I** |
| Understanding of the Health and Social Care services and issues in Blackburn with Darwen, in particular those faced by marginalised and excluded communities | **D** | **A,I** |
| **Behaviours** | Commitment to Healthwatch BwD’s values, policies and procedures, including equality and diversity and good customer service | **E** | **I** |
| Effective team player with good team working skills | **E** | **I** |
| Commitment to develop own learning | **E** | **I** |
| Commitment to work flexibly to meet the needs of Healthwatch BwD including evening or weekend work as necessary and planned | **E** | **A,I** |

**Other Job Requirements**

This role requires travel within Blackburn with Darwen and occasional out of borough travel. Must have access to a vehicle to meet job role.

Occasional ‘out of normal office hours’ working is required.

This role 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.