

**Projects Support Officer**

**Title:** Projects SupportOfficer

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

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

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

**Salary:** £25,000

**Hours:** Full time for a 12 month fixed term

**Purpose:**

* To take responsibility for several engagement projects and engage with statutory and voluntary sector partners for each of these projects with the support of the Chief Officer
* To work closely with the other Healthwatch BwD team members and volunteers to deliver our annual workplan and gather the views and experiences of people within our borough on health and social care provision.

**MAIN RESPONSIBILITIES**

* With the support of the Chief Officer, to undertake and support the writing of reports of findings from engagement projects undertaken by staff and volunteers to ensure that good quality findings and recommendations are produced and shared with commissioners, health and social care providers.
* To deliver against agreed project plans, ensuring that work is coordinated and completed within agreed timescales and resources, with appropriate rigour and competence and outcomes
* Promote and publicise Healthwatch BwD as widely as possible across all communities and stakeholders, including presentations to community groups, forums, partnership boards and statutory agencies.
* To build and maintain strong relationships with local communities and partner organisations and liaise externally to coordinate projects as part of the Healthwatch BwD work programme
* Gather information and views from service users and wider members of the community and share these with providers and commissioners.
* To maintain a sound working knowledge of local and national health and social care policy and issues in general, and to provide information on specific service areas to contribute this knowledge to the wider team.
* To maintain records and produce reports necessary for the monitoring of outcomes and to evidence work our impact for funders, partners and the wider community.
* To provide cover for other team members as required

**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 working with/liaison with a range of professionals and decision makers | **D** | **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** |
| General understanding of importance of research and research methods | **E** | **A,I** |
| 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.

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.