

**TITLE:** Community Engagement Officer

Based at: Elm Farm Business Park, Wymondham

Salary banding: £26,500 - £33,000

Reporting to: Head of Engagement

**JOB DESCRIPTION**

Main Purpose of the Job

* To enable, support, guide and facilitate engagement with communities in Norfolk, supporting Healthwatch Norfolk to represent the public voice across health and social care services in Norfolk.
* To provide support to the Head of Engagement by ensuring that robust evidence and information influences the organisation’s priorities, actions and associated targeted engagement and research projects.

**Main Duties & Responsibilities**:

1. Increase awareness and raise the profile of Healthwatch Norfolk in the community.
2. Seek opportunities to undertake community-based engagement to facilitate public involvement in health and social care service improvement, including working with under-represented groups and minority communities.
3. Identify community issues, needs and problems within health and social care through networking, engagement and collection of feedback from communities and individuals.
4. Work closely with stakeholders, embedding a partnership approach to the continuing development of Healthwatch Norfolk.
5. Seek out, develop and maintain good relationships with community and patient groups, local health and social care providers and voluntary sector organisations.
6. Actively contribute to engagement team meetings by relaying public feedback and intelligence and helping to devise engagement work plans and strategies.
7. Support access to accurate, timely and relevant information and assist individuals, families and communities to access information through a variety of means e.g., signposting.
8. Attend and contribute to staff meetings and other external meetings relevant to the role.
9. Contribute to the development of Healthwatch Norfolk’s policies and procedures, as required.
10. Represent Healthwatch Norfolk at events and/or ensure relevant promotional material is available.
11. Deliver presentations, training, workshops and group engagement sessions as required.
12. Keep up to date with developments in health and social care issues, locally and nationally.
13. Support and work with the Project and Communications Teams as required.
14. To undertake other duties commensurate with the post.

**PERSON SPECIFICATION**

**Essential**

- A level (or equivalent) qualifications or relevant work experience

* Effective communication skills, both verbal and written, over the telephone and face to face
* Ability to build rapport and comfortable communicating with people at all levels.
* Ability to work with diverse communities and the ‘seldom heard.’
* Ability to work on own initiative and as part of a team.
* Ability to identify and act on new opportunities.
* Understanding of community, voluntary and public sectors, and keeping up to date with policy developments in a changing environment
* Experience of record keeping using shared systems
* IT literate (Microsoft Office)
* Comfortable finding solutions to new problems e.g., web and IT
* Highly flexible, willing to learn new skills and develop knowledge.
* Willingness to undertake occasional out of hours evening/weekend work.
* Current clean driving licence and access to own transport

**Desirable**

* Knowledge of health and social care sector
* Educated to degree level.
* Experience of recruiting/working with volunteers and volunteer management
* Experience of web content management systems, social media, video production and/or desktop publishing software.
* Experience of providing advice regarding complaints and enquiries
* Strong literacy and numeracy skills – ability to write reports and present complex information in an understandable format.