

**Outreach and Volunteer Officer**

**JOB DESCRIPTION**

**JOB PURPOSE**

Involve people and communities in shaping health and social care services in Doncaster.

Lead and develop relationships with groups and organisations to involve a wide range of people and communities in this work, with a focus more on communities which are often underserved by health and social care services.

Offer advice, support and signposting to groups and organisations enabling them to access long term and sustainable support. This role is not about “doing for them” but directing groups to find innovative ways to overcome obstacles and access funding/volunteers to support them to maintain independence without reliance on a single external individual.

Recruit, train and support volunteers into different roles in HW for the delivery of activities and engagement.

**MAIN DUTIES**

You will be expected to:

* Support groups in becoming more confident in voicing their needs and influencing work – help them to develop the skills needed to do this.
* Find and create opportunities for groups and individuals to talk directly to people who are making decisions about how health and social care services are run in Doncaster.
* Represent Healthwatch Doncaster at relevant meetings and partnerships, ensuring that opportunities are taken to feed back to people about the difference sharing their experiences has made.
* Make sure that HWD hears from people/ groups of all disabilities, communities and ages, including children and younger people.
* Work with health and social care organisations to encourage closer links with local communities and the use of [best practice approaches](https://www.healthwatchsheffield.co.uk/wp-content/uploads/2016/05/Sheffield-Involvement-Framework-Final.pdf) to involve them to have a voice.
* Be the main link between Healthwatch Doncaster and our Community Partners – have regular catch-up meetings with the partners and identify ways in which we can support each other’s work.
* Build links with Doncaster wide organisations that work with service users and carers and develop good relationships.
* Build and maintain an information resource for use in signposting activity.
* Promote volunteering in Healthwatch Doncaster and recruit volunteers to our volunteer roles.
* Co-ordinate volunteer activity, e.g. rotas, meetings, volunteer write-ups of information gathered and debrief on activities etc.
* Provide one-to-one and group supervision for volunteers and undertake problem solving as necessary.
* Maintain an understanding of issues related to volunteering roles.
* Assess individual volunteer’s skills and support needs to aid the development of volunteers’ knowledge, competence, and skills.

**GENERAL DUTIES**

Applicable to all Healthwatch employees to provide the best service and most effective team:

* Undertake administrative tasks as appropriate.
* Answer the office telephone and respond to the general emails.
* Contribute to the Annual report.
* Supply content for, and post on social media where required, updates for the website and social media channels.
* Contribute to the newsletter.
* Act as an ambassador for and positively promote HW at events and meetings.
* Cover other team members’ duties during absences.
* Participate in HW organisational activities as appropriate.
* Participate in training and development opportunities.
* Act in a professional manner in accordance with all HW policies, procedures and Code of Conduct
* Other duties as may be required from time to time within the general scope of the post.

*This is not a final and complete statement of the duties attached to this post which may be amended from time to time in accordance with the changing needs of Healthwatch Doncaster*

*The job description forms part of the contract of employment.*

## **SUMMARY OF TERMS & CONDITIONS OF SERVICE**

**Salary: £25,000 pa**

**Hours:**  Full-time 37.5 hours per week

*The post will include occasional evening & weekend work, for which time off in lieu will be given.*

**Responsible to:** Chief Operating Officer

**Responsible for:** Healthwatch Doncaster volunteers

**Pension:** 3 % employer contribution and compulsory employee contribution (5%) subject to Auto-enrolment requirements

**Health:** Westfield Health Benefit

**Holidays:** 6.8 weeks holiday entitlement, including allowance for bank holidays

**Contract:** Permanent

**Location:** 8d Cavendish Court, South Parade, Doncaster, DN1 2DJ

Person Specification – Outreach and Volunteer Officer

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| **Criteria** | **Essential** | **Desirable** |
| * **Knowledge** * **Skills** | * Good level of general education. * Work experience in statutory health/social care sector or relevant voluntary organisations. * Experience of production of reports. * Experience of supporting and developing volunteers. * Knowledge of good practice in working with volunteers * Experience of presenting information to a range of different stakeholders. * Experience in the application of various communication platforms. * Experience of direct work with or empowerment of service users/carers/patients/communities. * Good understanding of the needs and challenges faced by diverse and excluded communities. * Experience of working with hard-to-reach communities, such as: gypsy, refugees, LGBTQIA+, elderly, young etc. * Experience of working to project plans, targets and outcomes. * Experience of devising and running training. * Experience of different methods of community engagement * Ability to relate positively to service users and carers with varied abilities. * Ability to present information in a variety of formats depending on audience. * Ability to think analytically and critically to ask relevant questions and look below the surface * Experience of networking and negotiation skills * Written communication skills: ability to write in plain English to produce different types of documents. * Planning and time management skills – enabling you to co-ordinate input from different people into pieces of work within set timeframes and plan multiple pieces of work simultaneously * Skills in effective communication with people of varying communication needs. * Ability to form and maintain good working relationships and relate to a wide range of people. * Excellent IT skills including use Microsoft Office – Word, PowerPoint, Excel, Teams, Zoom. * Ability to work on your own initiative to achieve outcomes for Healthwatch, delivering your parts of the work plan. * Commitment to equal access to quality services for all. | * Health or social care qualification. * Understanding of the voluntary and community sector in Doncaster. * Record of accomplishment of having effectively engaged with patients/service users/carers/communities. * Experience of different methods of community engagement particularly reaching those who are least heard. * Commitment to working in partnership with service users, carers, patients and the community |
| * **Other** | * Positive, can do, customer focussed approach. * Commitment to improving health and social care services. * Able to act as an ambassador for Healthwatch Doncaster. * Commitment to building an inclusive Healthwatch Doncaster. * Committed to good practice in equality & diversity matters. * Awareness of the importance of GDPR compliance. * Willingness to be flexible about working hours. * Enhanced DBS check. | * Current driving licence with access to vehicle to enable travel to carry out duties. |