

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Health Engagement and Projects Officer
Responsible To:	CEO Healthwatch Sutton
Grade:	£28,000 - £31,000 Full Time Equivalent per annum (pro-rata for 3 days a week)
Hours:	Part-time - 3 days (21 hours) per week Some unsociable hours for which time off in lieu is given.
Length of Contract:	Permanent (Subject to annual contract renewal at the beginning of each financial year).

Purpose of Post

- To plan, implement and deliver projects that support Primary Care Networks (PCNs - groups of GP practices working together) to engage with their local communities.
 - To support NHS Sutton in the delivery of engagement initiatives to ensure that local people's views influence decision-making in health and social care.
 - To maintain and develop the effectiveness of the Patient Reference Group (PRG - a group of representatives from all the GP practices' Patient Participation Groups (PPGs))
 - To provide ongoing support and development to GP Practice Patient Participation Groups and their members
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Main Responsibilities

PCN Support

1. Design and deliver borough-wide projects to support PCN development and assist NHS Sutton with any associated projects.
2. Work with GP practice leads and support staff for the 4 PCNs in the Borough to identify their engagement needs based on their local population.
3. Enable them to develop a Community Engagement Plan that supports them to advance on the PCN Maturity Matrix (NHS) in terms of community engagement.

4. Give guidance, advice and support to deliver the PCN Community Engagement Plans.
5. Initiate and support the collaboration of PPGs within each PCN.

PRG and PPG Support

1. To provide strategic guidance and clear governance to the Patient Reference Group (PRG).
2. To manage and administer all aspects of the regular meetings held by the PRG
3. To maximise the engagement potential between PRG members (and their practice populations) and NHS Sutton through the PRG.
4. To provide advice and support to PPGs and their GP practices to ensure PPGs and their GP practice work together effectively

General

1. To prepare project plans and reports relating to all aspects of this role.
2. To take part in activities related to Healthwatch Sutton and Community Action Sutton.

PERSON SPECIFICATION

Essential

Skills/Abilities/Knowledge

1. Excellent project management skills and proven experience of delivery of effective projects.
2. Strong influencing skills and ability to affect change.
3. Well organised with the ability to prioritise workload.
4. Desire to support the drive to improve the health and care for local people.
5. Ability to work with diverse groups of people from a wide variety of backgrounds.
6. Ability to empower communities and individuals to have a voice.
7. Knowledge and understanding of local Healthwatch and Healthwatch England.
8. Knowledge and understanding of voluntary organisations, the NHS, Local Authorities and the health and social care sector.
9. Excellent communication and interpersonal skills.
10. Ability to produce quality written content for a variety of audiences.
11. Excellent computer literacy levels.
12. Ability to work on own initiative.
13. Problem-solving and conflict resolution.
14. Skills to work co-operatively and proactively as part of a team.
15. Good understanding of equality and diversity.

Experience

Essential

1. Demonstrable delivery of successful projects.
2. Experience in a community engagement/development role.
3. Problem-solving.
4. Use of MS Office including Teams, Word, Excel, Powerpoint, Outlook etc.

Desirable

1. Experience of working with clinicians and NHS staff (in particular GPs and their support staff).
2. Experience of working with patient/user representatives.