



**Engaging
Communities
Solutions**

healthwatch
Bedford Borough

Healthwatch Bedford Borough

JOB DESCRIPTION: Health Inequalities Officer

Job Title:	Health Inequalities Officer
Service:	Healthwatch Bedford Borough
Hours:	15 hours per week (including evening and weekend work)
Salary:	£9,772 per annum (£24,150.00 full time equivalent)
Type:	9 months - Fixed Term (with the possibility of an extension, subject to funding)
Location:	Community / Homebased working
Accountable to:	Chief Executive Officer (CEO)

Job purpose

To reach out to people in Bedford Borough and listen to their health and care experiences, engaging with marginalised or under-represented communities or groups so their voices are heard locally and nationally. Build relationships with key stakeholders to ensure feedback influences decision making and improves health and social care services.

Job Summary

- To engage and secure meaningful involvement with people from migrant backgrounds, people experiencing homelessness, the LGBTQ+ community, the Gypsy and Traveller community, people living in deprived neighbourhoods, and people living with mental health conditions, learning and physical disabilities, and collate feedback and insight to inform local decision making.
- To help remove barriers in accessing health and social care services for residents, through providing information, guidance, and signposting.

- Collate detailed insight in a timely manner to feedback on health and social care services to achieve improvements and to support a collaborative model of outreach and engagement events.
- Ensure effective community and stakeholder outreach and engagement, establishing and maintaining a strong local presence.
- To ensure local Healthwatch secures involvement with and participation from all groups within the Borough to ensure that all views are equally represented.
- To promote volunteer activities and support the recruitment of Healthwatch Advisory Board members and volunteers.
- Organise and host a variety of local events and activities through a variety of methods on behalf of the organisation to increase community involvement and liaison.
- Support the collection of feedback from the public about their experiences of health and social care via the range of methods; over the telephone, face to face and through digital platforms.

Health inequalities liaison

- Become an established link between Healthwatch and local ethnic communities, and marginalised or disadvantaged communities in the area to ensure meaningful interaction with diverse groups when gathering feedback.
- Ensure local people know how to access services which they are entitled to by providing information and signposting about services available in the Borough.
- Help create a reputation for being the central point for information on health and social care service provision in the Borough.
- Increase outreach activity with seldom heard groups, including ethnic communities, the elderly, faith groups, the LGBTQ+ community, migrant communities arriving in the area, those living in rural isolation, those living in poverty, those who are digitally excluded, children and young people, those living with mental illness, and families, to help shape local Healthwatch work priorities.
- Host regular awareness raising activities, deliver presentations and engagement sessions to groups, and information and drop-in sessions at local venues throughout the area, providing information, signposting and guidance and actively seeking out feedback on all local health and social care services.
- Gather intelligence on service provision and commissioning through attending local meetings, forums, and events, including Patient Participation Groups, local faith and community groups and young people's groups.
- Actively review and seek out new groups for Healthwatch to liaise with, increasing the local network, and ensuring the creation of strong partnerships.
- Alongside outreach, you will carry out administrative tasks such as assuming overall responsibility for the ordering and monitoring of stock and other resources and by accurately maintaining client management systems and electronic databases required for the programme to function. You will also need to be competent in Microsoft Office and be able to produce accurate records.

Community Outreach

- To gather insight and intelligence by promoting the Healthwatch 'Have Your Say' website feedback platform and increase the number of reviews and feedback received.
- To increase the local Healthwatch membership and volunteer numbers, through actively promoting Healthwatch to all organisations within the local area across multiple sectors, ensuring that the outreach work is tailored to reach all communities.
- Provide information, signposting and raise awareness of rights and responsibilities regarding services to people you engage with, keeping up to date with changes in legislation and policy.
- Provide outreach support for a broad range of engagement projects as part of a cohesive team approach to service delivery.
- Contribute to the development of the annual Healthwatch Work Programme for engagement and promotional activities.

Other Duties

- Promote equality and diversity in all aspects of work and challenge discrimination.
- Coordinate and spearhead efforts to reduce health inequalities.
- Ensure the effective implementation of report recommendations, aimed at addressing health disparities.
- Undertake mandatory Safeguarding and Equalities training, and a Disclosure and Barring Service check.
- Identify appropriate development that maintains professional competency.
- Work as a member of the team, take part in team meetings, team training and other staff events as required.
- After relevant training and shadowing, act as an Authorised Representative on Enter & View visits to local NHS and social care settings as part of a team.
- Be aware of current trends in social care and health policy and service provision that may have an impact across Bedford Borough and nationally.
- Undertake any reasonable tasks, responsibilities and activities as required.

Duties required of all ECS employees.

- Complete all mandatory training as required for the role, including induction training, annual e-learning and mandatory training courses, and take personal responsibility for training and development, including keeping up to date with best practice and training methods.
- Actively contribute to all team meetings, supervision meetings, appraisals, working groups and other meetings as required, reporting back as appropriate.

- Deal with complaints in accordance with ECS's agreed procedure. In addition, all staff have a duty to report any breach of service standards to line management.
- Share responsibility for good health and safety practices, reporting any concerns to line management any concerns.
- Undertake such other duties in accordance with the post holder's level of responsibility as may be required from time to time to maintain or enhance ECS services.
- To be administratively self-servicing.
- Maintain professional working standards and to work in adherence with the company's accreditations, including the Quality Performance Mark (QPM) and the Investing in Volunteers accreditation.
- Undertake all duties in accordance with ECS policies, with reference to the Equal Opportunities, Health & Safety and confidentiality policies, and work towards their continuing development and implementation.
- All employees of ECS are expected to respect the rights of clients' privacy and confidentiality as far as possible within the constraints of legal requirements and the safety of other people.

SAFEGUARDING

ECS is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.

Hours of work

15 hours a week
Monday to Friday (including evenings and weekends)

Salary and Benefits

Salary: £9772.00 per annum pro rata (15 hours per week) (£24,150.00 full time equivalent)
Workplace pension scheme (5% company pension contributions)
Employee Assistance programme
Flexible working scheme
Electric car salary sacrifice scheme
Travel expenses - mileage is paid at 45p per mile.
Holiday entitlement 24 days holiday per leave year at full pay for their first 3 years' service. (This is pro-rata for part-time staff). This will increase to 27 days holiday per leave year after 3 years' service, and to 30 days holiday per leave year after 5 years' service. This is exclusive of public and bank holidays.

The leave year runs from 1 April to 31 March of each year.

This job will be reviewed periodically in line with the organisations Business Plan. ECS aim to reach agreement on changes, but if agreement is not possible, ECS reserves the right to change the job description.



ECS recognises its responsibilities and legal obligations in ensuring, as far as is reasonably possible, that people with disabilities are afforded equal opportunities with respect to employment and are not discriminated against for a reason relating to their disability.

Person Specification				
Criteria –		Essential	Desirable	Method of Assessment
Qualification	<ul style="list-style-type: none"> Educated to A level standard, equivalent vocational qualifications or minimum of two years relevant experience in similar environment, paid or voluntary. 	ü		A
	<ul style="list-style-type: none"> Community development or health related qualification. 		ü	A/I
Knowledge, skills, and Attributes	<ul style="list-style-type: none"> Strong interpersonal, listening and speaking skills, and the ability to build and sustain working relationships with a diverse range of people. 	ü		A/I
	<ul style="list-style-type: none"> Excellent time management, organisational skills and “can do” attitude. 	ü		A/I
	<ul style="list-style-type: none"> Ability to work in an empathetic and supportive way with people so that it empowers their involvement. 	ü		A/I
	<ul style="list-style-type: none"> Demonstrable skills of working effectively as a team player. 	ü		A/I
	<ul style="list-style-type: none"> Organised with ability to be self-managing and able to meet deadlines. 	ü		A/I
	<ul style="list-style-type: none"> Self-motivated, resilient and able to show own initiative 	ü		A/I
	<ul style="list-style-type: none"> Ability to manage situations that may be emotionally demanding in a calm manner and provide a friendly and objective listening ear. 	ü		A/I
	<ul style="list-style-type: none"> Digital literacy (MS Office 365, Outlook, Excel, Word, Zoom, MS Teams platforms) 	ü		A/I
<ul style="list-style-type: none"> Understanding of confidentiality and privacy around data protection / GDPR (training will be provided) 		ü	A/I	

	• Have used online survey software, e.g., SNAP surveys		ü	A/I
	• Enthusiasm for better outcomes for the public and influencing services.	ü		A/I
	• Belief and commitment to improve experiences of health and social care.	ü		A/I
	• Knowledge of the statutory remit of Healthwatch as a critical friend.		ü	A/I
	• Awareness of key local health and social care issues.		ü	A/I
Experience	• Sound local area knowledge of Bedford Borough		ü	A/I
	• Experience in developing and managing relationships with a wider range of stakeholders including service users, carers, community assets, influencers, commissioners, and sector partners.	ü		A/I
	• Experience of working with ethnic communities, marginalised, or disadvantaged communities.	ü		A/I
	• Experience in adapting engagement activities for diverse groups of people, in particular, in relation to culture, gender, sexuality and language.	ü		
	• Experience in providing information and advice, awareness raising activities within communities.	ü		A/I
	• Experience in engaging and motivating individuals and groups to support behavioural change.		ü	A/I
Other	• Because of the nature of the role applicants will have a full driver's licence and have access to their own transport.	ü		A/I
	• Ability to work flexible to the nature of the job and be open to professional development.		ü	A/I

A = Application Form
I = Interview

