

JOB DESCRIPTION

Projects Officer - Healthwatch Redbridge

Job title:	Projects Officer
Employer:	Healthwatch Redbridge
Responsible to:	Chief Executive Officer
Place of work:	1 st Floor, 103 Cranbrook Road, Ilford (<i>home-based at present</i>)
Hours of work:	14 hours per week
Salary:	£21,590 (pro rata rate - £8,636) per annum inclusive of Outer London Weighting for 14 hours per week
Pension:	HWR operates a contributory pension's scheme where both employer and employee make contributions. Currently this is between 3% of salary.
Holiday entitlement:	28 days plus public holidays (pro rata for hours worked)

Healthwatch Redbridge is an award-winning independent health and social care champion for local people. We work to understand the needs, experiences and concerns of people who use health and social care services and to speak on their behalf. We focus on ensuring that everyone in Redbridge can get the support they need to live well.

We work to get services right for the future by paying attention to the impact of inequalities on the health and care outcomes for people in local communities from a wide range of backgrounds, including those who are socially isolated or seldom heard.

Overview of Role:

To support the development of various projects working with diverse communities in Redbridge. To work closely with the staff team, to plan project timelines to complete on time and within an agreed budget. Support the development and organisation of multiple projects running simultaneously.

Main Duties:

Under the direction of the CEO

1. Support the design, development and management of multiple projects to deliver the HWR work programme and meet strategic objectives.
2. Work closely with the Healthwatch Volunteer Co-Ordinator to identify and recruit appropriate volunteers to individual projects.
3. Support the inclusion of people with additional support and communication needs in the work of Healthwatch Redbridge.
4. Working closely with Healthwatch Redbridge staff and volunteers to facilitate the development of specific projects.

5. Facilitate and promote Healthwatch Redbridge events and other functions.
6. Attend local and national events and form partnerships with appropriate organisations to help identify areas for potential future projects.
7. Support and monitor the HWR Work Plan introducing appropriate assessment systems.
8. Write, review and prepare reports for publication.
9. As part of the Healthwatch Team, you will be expected to support enquiries for our information and signposting service.
10. Provide general admin cover for the Healthwatch Redbridge office - answering telephones, dealing with general enquiries and visitors to the office.
11. Prepare papers for meetings, and ensure timely distribution to participants.
12. Provide general cover for the CEO in their absence.

General Duties

- Help to ensure that Healthwatch Redbridge embraces diversity, challenges discrimination, and reflects the communities of Redbridge.
- Ensure that all work carried out is in line with the current Work Plan objectives
- Participate in your own reviews and appraisal
- Take part in training and personal development and participate in team meetings, staff development and away days etc
- Be an active team member of the Healthwatch Redbridge staff team. This will require the postholder to:
 - a. Be an active team member and representative of the organisation
 - b. Contribute to the development and performance of Healthwatch Redbridge
 - c. Adhere to all Healthwatch Redbridge policies and procedures
 - d. Actively promote the principles of equal opportunities, celebrate diversity and challenge discriminatory practice
 - e. Undertake any other duties as required which are in line with the objectives of the post

The post holder will be expected to use their initiative, be proactive and work with a wide range of people in local communities and organisations. He/she will be given regular supervision and support, a probationary review and an appraisal at the conclusion of the contract. Attendance at meetings and events outside of normal working hours will be necessary on occasion.

PERSON SPECIFICATION - HWR Projects Officer

Factor	Essential	Desirable
Skills	<p>The post holder must demonstrate the following:</p> <ol style="list-style-type: none"> 1. Ability to communicate clearly and effectively in writing and orally 2. Ability to coordinate the management of meetings 3. Ability to work cooperatively and productively with other staff and to introduce changes and new systems sensitively 4. Ability to work as part of a team and to undertake a variety of one-off tasks as the need arises 5. Ability to manage time well, manage own workload and identify priorities 6. Good IT skills and competencies including Outlook, Word, Excel and databases 	<ul style="list-style-type: none"> • Minute taking
Experience	<p>The post holder must demonstrate the following:</p> <ol style="list-style-type: none"> 1. Project management experience 2. An understanding and awareness of health and social care service delivery in the context of Local Healthwatch 3. Experience of working and negotiating with/for diverse communities, including hard-to-reach and socially excluded groups of people 4. Experience of developing new projects or services with the involvement of service users or local residents 5. Experience of setting up, facilitating and hosting meetings and events 6. Experience of establishing or coordinating networks and/or virtual meetings 7. Strong communication skills - verbal and written including experience of public speaking and/or the ability to give presentations and facilitate group discussions. 	<ul style="list-style-type: none"> • Implementing Health & Safety policy and other appropriate procedures in relation to an office environment • Previous event management experience

	<ol style="list-style-type: none"> 9. Experience of working with people from a range of backgrounds, including professionals from different sectors and members of the public, and in different settings 10. Excellent English literacy and numeracy skills - including report writing 11. Experience of delivering projects on time and within an agreed budget 12. Confident and competent use of IT 13. Ability to produce strategic plans and reports 	
<p>Personal Attributes</p>	<p>The post holder must demonstrate:</p> <ol style="list-style-type: none"> 1. Ability to work independently, be a self-starter and self-motivated as the role is currently based at home due to the current situation. 2. A commitment to equal opportunities and to promoting rights, privacy, dignity, and choice for all health and social care service users and their carers 3. Willingness to work outside normal office hours, including occasional evenings and weekends by agreement 4. Willingness to help and support the work of others within a small team 5. Experience of living or working in a multi-cultural area 6. A friendly and efficient manner 7. The ability to relate well to individuals of all ages & backgrounds 8. Commitment to ongoing personal development & training 9. Ability to work flexibly, proactively and creatively 	
<p>Other requirements</p>	<p>The post holder must demonstrate:</p> <ol style="list-style-type: none"> 1. A willingness to promote and positively implement Healthwatch Redbridge's Equal Opportunities & Diversity policy and procedures 2. A positive commitment to working in a multi-cultural area 	