



Recruitment Pack

Healthwatch Enter & View Project Coordinator

This position is funded by Health Education North, Central and East London (HENCEL) and hosted by Healthwatch Redbridge on behalf of a consortium of Local Healthwatch's



Dear applicant,

Thank you for expressing your interest in the position of Enter & View (E&V) Project Coordinator. I hope that the information in this pack will give you a feel for the organisations involved and a sense of what an exciting opportunity this is.

Local Healthwatch exists to strengthen the collective voice of patients, carers and residents across both health and social care. It has to reach people and communities from all over the borough in order to do this. We work collaboratively with a range of volunteers who support all areas of our work in order to achieve our goals.

The E&V Project Coordinator role would be joining a re-commissioned 6 month project supporting the continued development of volunteers from seldom heard communities across London. This project is funded by HENCEL and hosted by Healthwatch Redbridge on behalf of a consortium of Local Healthwatch's from Barking & Dagenham, Barnet, Camden, City of London, Enfield, Hackney, Haringey, Havering, Islington, Newham, Redbridge, Tower Hamlets, Waltham Forest and the British Deaf Association.

Last year, 12 Local Healthwatch and the British Deaf Association (BDA) across North, Central and East London worked in partnership to improve access for disabled patients across NHS trusts. This project aimed to address the issue of deaf inclusion and increase the involvement of London's deaf community in the improvement of health and social care services in the capital.

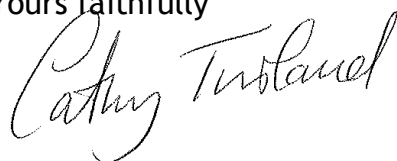
The award winning Deaf Inclusion Project has identified and trained 12 deaf volunteers to be Authorised Representatives and Mystery Shoppers. They have conducted visits on 3 Emergency Departments that has led to increased awareness amongst NHS professionals on access issues and led to the trusts changing practice to increase access for deaf patients.

We are looking for someone with experience of managing and supporting volunteers, project management experience, excellent communication and interpersonal skills, an interest in health and social care, and a commitment to equality and diversity. You will be required to travel across the consortium area, developing partnerships and identifying project opportunities.

If you are interested in joining the team, then we'd be delighted to hear from you.

In this pack you will find information on the project, the role description and details on how to apply.

Yours faithfully

A handwritten signature in black ink, reading 'Cathy Turland'. The signature is written in a cursive, flowing style.

Cathy Turland
CEO, Healthwatch Redbridge

Background

What is Healthwatch

Healthwatch was established by the Health & Social Care Act 2012 and came into existence in April 2013.

Made up of 152 'local' Healthwatch organisations, and supported by a national body, Healthwatch England, the role of Healthwatch is to act as a local, independent consumer voice for people using health and social care services.

The vision is for service users and the public to be at the heart of health and social care - sharing their views and experiences of services and helping to shape the future of those services - and in doing so, promoting better outcomes in health and social care.

About Local Healthwatch

In delivering the above vision, Local Healthwatch organisations have statutory duties to:

- Gather the views and experiences of patients and public
- Make those views known to providers and commissioners
- Promote and support the involvement of people in the commissioning and provision of local care services and how they are scrutinised
- Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
- Provide information and signposting about access to services and support for making informed choices including independent advocacy support to make an NHS complaint
- Make the views and experiences of people known to Healthwatch England, providing a steer to help it carry out its role as national champion

Further information can be found at www.healthwatchengland.co.uk

Project Aims

The role of the project is to support NHS Trusts in improving access for disabled service users and meeting their requirements of the NHS England Accessible Information Standard, The Equality Delivery System (EDS2) and the two Vanguard Sites of Barking, Havering and Redbridge, and Tower Hamlets.

This project aim will be achieved by: -

- Recruiting and training a further 20 volunteers from deaf and other seldom heard disabled communities in North, Central and East London to be authorised Representatives.
- Recruiting and training a further 30 volunteers from deaf and other seldom heard disabled communities in North, Central and East London to be Mystery Shoppers.
- Providing further training to 10 existing volunteers to refine their skills and enable them to be peer supporters of the new volunteers.
- Providing deaf awareness training 20 staff and volunteers from the LHW in the partnership, increasing their skills and awareness and enabling the project to be embedded in our work.
- Conducting 3 Enter and View Visits on NHS trusts providers to improve awareness, access and practice.
- Conducting 20 themed mystery shopping exercises on NHS services across the sub-region.
- Engaging with the 2 Vanguard Sites (Tower Hamlets Integrated Provider Partnership and Barking and Dagenham, Havering and Redbridge System Resilience Group); establishing how the resource of the volunteers can advise and improve access and information.
- Producing and publishing an Enter and View Report on our findings, issued to the NHS trusts concerned to support improvement.
- Producing and publishing a Mystery Shopping Report on our findings, issued to the NHS trusts concerned to support improvement.
- Developing a sustainable model by which the pool of volunteers can support the implementation of NHS England Accessible Information Standard and The Equality Delivery System (EDSII) in the HENCEL area.
- Delivering a conference sharing the learning, good practice and recommendations for the NHS and Local Authorities in the HENCEL area.

The project will help NHS trusts improve access for disabled patients in a number of ways.

- (i) Enter and View visits will identify areas of weakness in disabled access and make recommendations for improvement. They will also identify good practice, to assist peer learning between trusts. The findings will be published in comprehensive reports to each trust and then at the conference in February 2016, the trusts will be invited to share their learning and planned improvements.
- (ii) Mystery Shopping exercises will test disability access across a themed service area in NHS acute or primary care services in the HENCEL area. Areas for improvement will be identified and finding published in a report issued to each trust/service visited. At the conference in February 2016,

the trusts will be invited to share their learning and planned improvements.

- (iii) For the two Vanguard Sites, the project will engage with the trusts and explore ways in which we can advise and support disability access improvements over six months. Again, they will be invited to the conference to learn from other trusts and share experiences and planned actions. In March 2016, we also plan to convene a meeting of the two Vanguard Trusts to plan how the access improvements can be sustained after the project ends.

We expect to identify a number of areas in which trusts can improve access. These could be to the physical fabric of buildings, communication support, accessible information, tailored services for disabled people to increase access and patient satisfaction.

Enter & View Project Coordinator Role Description

Responsible to: CEO, Healthwatch Redbridge - *on behalf of the HENCEL Consortium*

Primary Job function

- To support the development of the project, working closely with consortium partners and supporting the steering group to lead the project.
- To lead the recruitment, training and management of E&V Representatives and other volunteers.
- To support and facilitate volunteer meetings and events to plan activity and share learning.
- To arrange for the delivery of a programme of training for volunteers (E&V, Mystery Shopping) and Healthwatch staff (Deaf Awareness).
- To lead, coordinate and facilitate Enter & View visits, associated activities and report writing, with Enter & View Authorised Representatives and other volunteers.

Duties and responsibilities

Volunteer coordination

- To develop the projects volunteer base, ensuring volunteers reflect the diversity of the 13 boroughs (see above).
- To continuously promote volunteer opportunities and involvement in Healthwatch.
- To ensure the project operates within best practice guidelines and procedures around recruitment and DBS processes, and to ensure data relating to volunteers is held in compliance with Data Protection Act.
- To recruit volunteers with appropriate skills for the project's different areas of work, and supporting functions.
- To work closely with other staff members to understand the needs of individual projects and activity areas in order to identify suitable volunteers.
- To ensure volunteers have clear role descriptions and have access to relevant training and induction, and to ensure systems are in place to recognise and reward the achievements of the Healthwatch volunteer team.
- To ensure volunteers are fully aware of and operate within Healthwatch Redbridge policies and procedures.
- To ensure volunteer records, activities and achievements are kept up to date on the database.
- To work with volunteers to facilitate data collection from local communities, organisations and health and social care services throughout the project boundaries.
- To oversee the volunteer expenses budget and processing of volunteer expense claims, ensuring that any expenditure incurred or committed to is in accordance with approved provision and has all the necessary approvals.

Enter & View

[Enter & View is a specific programme involving volunteers who train as 'Authorised Representatives' and undertake visits to health and social care services]

- To work with volunteers to deliver our Enter & View function and related activity, involving:
 - Recruiting and training Enter & View representatives.
 - Working with the Information & Signposting Manager and Engagement, Outreach and Research Officer to identify locations to visit.
 - Coordinating visits and report writing.
 - Liaising with a range of community, statutory, Local Authority, NHS, CQC and other partners and stakeholders around the Enter & View programme.

Additional and General Duties

- At all times carrying out responsibilities/duties within the framework of Healthwatch Redbridge's policies and procedures.
- Ensure that duties are undertaken with due regard and compliance with the relevant legislation, in particular Data Protection, Health and Safety and Equality legislation.
- Help ensure that the consortium embraces diversity, challenges discrimination, and reflects the communities of Redbridge.
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To carry out additional tasks that may be required from time to time to achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed with the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- The post holder is expected to be committed to Healthwatch Redbridge's core purpose and functions and to demonstrate this commitment in the way they carry out their duties.
- To be an active team member of Healthwatch Redbridge staff team.

The post holder will be expected to use their initiative, be proactive, work well independently and with a wide range of people in local communities and organisations. The post-holder will be given regular supervision and support, a probationary review and an appraisal. Attendance at meetings and events outside of normal working hours will be necessary as part of this role.

Person specification

The person specification is a picture of the skills, knowledge and experience required to carry out the job. It has been used to draw up the advert for the job and will be used in the shortlisting and interview process for this post.

You should demonstrate on your application form how you meet the following criteria.

Essential

- Experience of recruiting, managing and supporting volunteers
- Experience of sourcing and providing training to groups of volunteers
- Experience of leading, motivating and managing a diverse group of individuals
- Experience of managing a variety of projects and activities within tight timescales
- An understanding of the social model of disability
- Strong written and interpersonal communication skills
- Ability to liaise and work with a range of community, local authority, NHS, CQC and other partners and stakeholders
- Ability to work proactively, independently and as part of a team contributing to overall organisational goals and outcomes
- Experience of budget management
- An understanding of and commitment to equal opportunities and the implications for this role
- Excellent IT skills, competencies and ability to use ICT including Microsoft Office, internet and e-mail
- Ability to work evenings and weekends by prior arrangement
- Ability to demonstrate a commitment to personal and professional development
- Knowledge of health and social care delivery in the context of commissioning, local Healthwatch and patient/service user engagement
- Knowledge of the diversity of the North, Central and East London population

Desirable

- Personal experience of the barriers faced by disabled people
- Previous experience of working with Deaf and/or disabled people
- Knowledge of British Sign Language (level 1-2)

Salary and hours

This will be a full-time post, 35 hours per week, with some work required outside normal office hours (we operate a Time Off in Lieu system)

Salary: between £25,000-£29,000, depending on experience with the equivalent of 28 days (pro rata for remainder of year) annual leave. This includes Outer London Weighting.

Duration: This post is funded for six months but may be extended if future funding becomes available.

How to apply

Please send us a completed application form and equality monitoring form. We would prefer e-mail applications but if you are unable to apply by e-mail, please post us your application.

Please return completed applications to: **Cathy Turland**

E-mail applications: cathy@healthwatchredbridge.co.uk

If you cannot send your application by e-mail, please send it to:

Healthwatch Redbridge

5th Floor Forest House,

16-20 Clements Road,

Ilford, Essex IG1 1BA

Successful candidates will be subject to a DBS check.

Closing date for applications:

The deadline for applications is midnight on **Sunday 1 November 2015**. Any applications received after this time will not be considered. If you are applying by post, please allow extra time.

Interviews for this post are scheduled to take place in the week beginning **9 November 2015**.

Any Questions?

For an informal discussion about this job, contact Cathy Turland on 020 8553 1284 or email cathy@healthwatchredbridge.co.uk