

JOB OPPORTUNITY

Healthwatch Champion

Post Details

- Post title:** Healthwatch Champion
- Salary:** £25,654.00 per annum pro rata, plus 4% employer's pension contribution
pay review pending
- Hours:** 15 hours per week, flexible work days
- Location:** Based at our Newton Abbot office, travel within Devon may be required
- Report to:** Supervisor
- Contract:** Fixed Term to 31 March, 2025 with extension dependent on funding

We are pleased to be recruiting a part-time Healthwatch Champion. Working as part of our Devon-wide health advice team, the project worker will provide specialist advice and support to clients facing issues with health or social care providers, taking referrals from the Contact Centre and other sources. There will be a focus on raising awareness of Healthwatch within the local office and the local community. Actively approaching and engaging with statutory and non-statutory healthcare providers and other community groups, the post holder will identify and feedback trends and issues in health care to the wider Healthwatch team.

On the job support is provided by the Healthwatch Champion Coordinator, and the Healthwatch Project Manager.

Deadline for applications: 12 noon on 26 February 2024

Interviews: 5 March 2024

Start date: immediate start or as agreed

For more details and an application pack visit: www.citizensadviceiteignbridge.org.uk

To discuss this opportunity further, please contact Vincent at vincent.willson@citizensadviceiteignbridge.org.uk

Healthwatch Champion Job Description

Advise on health and social care issues

- Hold a caseload for clients in need of specialist support in health and social care issues.
- Identify income maximisation needs and signpost appropriately.
- Support clients by calculating, negotiating, drafting letters and telephoning.
- Negotiate with third parties as appropriate.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Make home/outreach visits with agreement of your line manager.
- Ensure that all casework conforms to the local office procedures outlined in the local Office Manual, including working virtually from home.
- Work collaboratively with the Healthwatch project manager to ensure that all work conforms to the agreed systems and procedures across Devon.

Community Liaison

- Encourage referrals to the project by raising awareness of the project amongst colleagues.
- Work with local training officer to ensure new starters are trained in, and understand: your role; how to make referrals to you; the function and remit of Healthwatch Devon
- Create and maintain links with local statutory and non-statutory organisations, raising awareness of Healthwatch, representing your office, Healthwatch and CA Devon.
- Attend relevant meetings and community events, acting as a 'beacon of knowledge' on health and social care matters and inspiring others to promote the aims and aspirations of Healthwatch, including the Healthwatch Assist programme.
- Digitally share and promote Healthwatch promotional materials including the quarterly magazine and weekly bulletins.
- Whenever possible hold stock of printed publications to promote HWD when engaging in face-to-face work.

Research and campaigns

- Assist service users in recording their experiences (good and bad) using Citizens Advice *and* Healthwatch Devon procedures.
- Identify and feedback trends and issues in health care to the wider Healthwatch team.
- Provide regular statistical information on the number of clients and nature of cases with at least one accompanying case study.
- Monitor service provision in your locality to ensure that it reaches the widest possible client group.

Professional development

- Keep up to date with relevant legislation, policies and procedures and undertake appropriate training.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Ensure timely feedback to the HealthWatch Co-ordinator of any issues that need addressing immediately.

Healthwatch Champion Person Specification

1. A good understanding of Citizens Advice aims and principles, including its equality, diversity and inclusion goals
2. An experienced generalist advisor, understands the issues involved in interviewing clients and is familiar with CA systems, language and culture, including Casebook.
3. An interest in and good working knowledge of the health and social care sector in Devon
4. Willingness to take on engagement activities with local community organisations, develop and maintain relationships.
5. Be proactive to approach organisations on own initiative
6. Willingness to become a Contact Centre back up and Civi¹ trained to provide cover for annual leave or sickness.
7. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
8. Effective communication skills with particular emphasis on negotiating and representing. Numerate to the level required in the tasks.
9. Ability to prioritise own work, meet deadlines and manage project load, working effectively both independently and as part of a team.
10. Ability to make good use of IT in the provision of advice and in home working as required, including Microsoft Teams²
11. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
12. Possession of a full driving licence and use of a car, or otherwise able to fulfil the travel requirements of the post.
13. The ability to work from home in a suitable environment to ensure client confidentiality.

¹ Civi is the Healthwatch data management system

² HealthWatch Devon actively uses Teams to fully communicate across the contract, therefore a willingness to use a range of IT platforms is essential, with training provided as necessary.