

CAB DEVON HEALTHWATCH CHAMPION POST

Job Description

Post title: Healthwatch Champion

Key Responsibilities:

- **Raise awareness of Healthwatch amongst colleagues and clients as the consumer voice for users of Health and Social Care services.**

Actively promote Healthwatch amongst your colleagues. Act as a 'beacon of knowledge' of Health and Social Care (H&SC) issues and inspire others to promote the aims and aspirations of Healthwatch.

Maintain stocks of, and disseminate, HWD's promotional materials including the quarterly magazine, 'Voices' in the bureau, outreaches and community venues where possible.

Provide HWD updates at team meetings, promote and participate in Healthwatch Devon 'hot topic' surveys. Liaise with the Champion Coordinator re local campaigns etc.

- **Collect stories and experiences of H&SC service users.**

Assist H&SC service users in recording their experiences (good and bad) on 'Speak Out' forms, and aid any clients that require help with telling their story.

Ensure Speak Out forms are sent to HWD in a timely manner. (This can be done by the clients themselves, with the Champion's help or completed on paper or online with the client's permission.)

Contribute to the quarterly 'Voices' magazine produced by Healthwatch Devon by providing case studies as agreed with the Champion Coordinator on rota basis.

- **Support Gateway Assessors and Advisers in dealing with H&SC enquiries.**

Act as a specialist resource for bureau colleagues providing advice and information on Health and Social Care issues, ensuring that all H&SC aspects of enquiries are recorded accurately.

- **Maintain accurate and up to date case records and monitoring data through Healthwatch AIC Codes**

Maintain accurate records of client interactions which can be used to report against the Devon-wide KPIs.

- **Support the accurate recording of H&SC enquiries**

Liaise with your bureau Advice Session Supervisor to ensure that all H&SC enquiries are recorded as comprehensively and accurately as possible. Ensure Assessors and Advisers

use categories HEA 1-10 and 99 and that codes 80-84 are only used by Healthwatch Champions.

- **Action referrals on more complex H&SC enquiries.**

Accept and action referrals made by Gateway Assessors and Advisers in cases where it has been established that the client requires more complex advice on H&SC issues than may be provided at generalist advice level.

- **Refer clients to appropriate agencies for advice/assistance on complex or urgent benefit-related issues (e.g: Healthwatch Devon, ICAS) in compliance with agreed protocols within the bureau.**

Be familiar with and able to follow Healthwatch Devon Safeguarding protocols and procedures. It is essential that where the health and safety of an individual or group is at risk that the appropriate procedures are adopted and relevant bodies informed. Cascade these protocols to the relevant members of your bureau.

- **Deliver training as requested by Healthwatch/Citizens Advice.**

Ensure that Healthwatch information forms part of the new staff and volunteer induction. Ensure the content is relevant and up to date and explains how assessors should identify and record Health and Social care issues. Ensure colleagues follow the prescribed referral process.

Identify training needs within your local Citizens Advice and where appropriate either provide the necessary training or consult with the Champion Coordinator to deliver the training.

- **Identify and action any localised issues re the accessibility and delivery of health and social care services and broader patterns and trends.**

Be the “eyes and ears” of the bureau in respect of identifying local patterns and trends in the concerns being expressed/issues being raised by the local community through the bureau (e.g. Mid-Staffordshire hospital scenario).

Keep the Champion Coordinator updated on any trends or issues within your bureau.

- **Delivery of Home Visits, as required.**

The default position is that Healthwatch Champions will conduct appointments within the bureau. However, there is a process by which arrangements for carrying out a Home Visit may be authorised. The funding for these will have to be authorised in advance by Healthwatch Devon and all requests to carry out a Home Visit will be submitted to SHCAB on a pro forma.

- **Attend and actively participate in relevant meetings**

Mandatory meetings include quarterly Healthwatch Champion meetings and twice yearly Healthwatch Volunteer Conferences. Attendance at occasional Healthwatch Devon networking/briefing meetings may be required dependent on workload and availability.