

Job Description and Person Specification

Engagement Officer (Living Well Programme)

Service:	Healthwatch Salford
Responsible to:	Chief Officer
Salary range:	£25,000 pro rata
Normal hours of work:	21 hours per week
Principal place of work:	Located at Healthwatch Salford, Old Town Hall, Eccles, Salford, M30 0FN with expectation of community-based working / Remote Working
Contract length:	1 year fixed term

Job summary – main purpose of the post:

The Living Well UK Programme is a national three-year programme to help Salford Health and Care System think differently about mental health support, with a focus on people’s skills, aspirations and experiences to build a different way of offering support and help. This post will support and facilitate engagement and involvement of local people with Lived Experience in shaping the Salford Living Well model. For the first year of delivery, the focus will be on people who do not meet the criteria for secondary care mental health services but are seen as needing more support than primary care can offer.

The postholder will gather views and experiences of people with lived experience and the public and make these known to the Living Well Design Team and Living Well Alliance with the aim of informing service development and improvement.

To co-ordinate all elements of:

- Recruitment and engagement with people who have lived experience of the mental health system to inform collaborative discussions relating to key themes of the Living Well offer.
- Supporting people with lived experience to record their journey and experiences of accessing / delivering the Living Well service in an accessible and individualised way.
- Coordinating co-produced feedback to the Living Well Alliance / Design team to ensure that service delivery is enhanced and informed by lived experience
- Delivering evidence based on lived experience engagement to support the evaluation of the Living Well approach in a varied of formats
- Ensuring the voice of lived experience in Collaborative meetings in relation to themed ‘deep dives’

Main duties:

1. Engagement and involvement.

- Engage and involve people with lived experience of mental ill health, especially those who are marginalised and/or vulnerable. This will primarily be focused on people engaging with the emerging Living Well model.
- Support recruitment and engagement of people with lived experience of mental ill health in collaborative approaches to support further development of the living well model – particularly focusing on key themes (to be determined e.g. housing, criminal justice, crisis etc).
- Implement engagement activity for the programme, ensuring it supports the programmes objectives and key deliverables.
- Maintain strong links with networks and forums of local people, especially those who are marginalised and/or vulnerable.
- Maintain strong links with engagement and involvement workers in partner organisations particularly the Design Team / Living Well Alliance.
- Promote and support involvement of people in the provision and scrutiny of Living Well services.
- Provide advice and guidance to the Design Team / Living Well Alliance on engagement issues and most effective approaches
- Act as a champion for engagement, promoting engagement as being central to any transformation.

2. Volunteer recruitment, induction and support

- Promote and support engagement internally and externally, including profile-raising events.
- Ensure clear and appropriate engagement opportunities to support further co-production of service design, relating to key themes within the Living Well programme.
- Advise the design team / Living Well Alliance on the most appropriate methods of engagement to meet required outcomes.
- Maintain appropriate support with all people sharing their experiences in the programme, including the offer of debriefing support, and provide information and advice, as appropriate.
- Keep up to date with legislation and policy related to engagement and volunteering, and highlight any requirements for changes to policies and procedures in relation to the Living Well approach.

3. Project management.

- Develop an engagement plan to support the facilitation of sharing people's experiences with the Living Well model.
- Follow engagement workplan to ensure voices of people with particular experiences (e.g. marginalised groups, experiences of particular key themes) inform the living well service.
- Develop specific engagement routes to highlight the voices of local people who may meet the Living Well cohort but are not currently accessing the service to inform service improvement. This is especially relevant to local people who may be marginalised and / or vulnerable.
- Produce clear and effective reports, with recommendations for consideration by The Design Team.

4. Collation and presentation.

- Collate data and evidence from people with lived experience and agencies as appropriate.
- Present the findings and conclusions of projects and reports in ways accessible for local people and credible to partner organisations.

- Develop materials to support capturing engagement activity in line with Living Well approach utilising the 'my story, my plan approach'.
- Provide evidence to support evaluation of the Living Well approach and model
- Produce relevant items for Healthwatch and partner's newsletters, bulletins, website and social media.

General work-related expectations – for all staff.

1. Work within the organisation's mission and values.
2. Contribute to organisational planning and development.
3. Work in accordance with all policies and procedures of the organisation.
4. Work in accordance with all relevant legislation.
5. Contribute to the organisation's marketing and publicity.
6. Undergo regular supervision and an annual appraisal.
7. Identify and do learning and development, as appropriate.
8. Undertake any other duties appropriate to the post, as required.

Person Specification

Requirements	Essential/ Desirable	Method of Assessment
1. Skills and competencies		
(a) Strong 'strengths bias' approach	E	
(b) Strong ability to creatively engage people from diverse backgrounds and cultures, both individually and in groups	E	A / I
(c) Strong ability to build people's confidence and getting them involved in activities	E	A / I
(d) Strong group and team facilitation skills	E	A / I
(e) Excellent communication skills in English – written, verbal and listening	E	A / I
(f) Ability to communicate with a diverse range of people	E	A / I
(g) Excellent information management skills	E	A / I
(h) Ability to creatively present knowledge and data to both lay and professional audiences	E	A / I
(i) Good administrative skills and ability to keep up-to-date and accurate records	E	A / I
(j) Ability to work alone without direct supervision, as well as within a team	E	A / I
(k) Excellent information technology skills, including word processing and database	E	A / I
2. Knowledge – type and depth		
(a) Excellent knowledge of effective and creative methods of participation, involvement and consultation	E	A / I
(b) Good understanding of issues for marginalised and vulnerable people	E	A / I

Requirements	Essential/ Desirable	Method of Assessment
(c) Good knowledge of the health and social care and health and well-being systems	D	A / I
(d) Good knowledge of the key factors influencing health and happiness	D	A / I
(e) Good knowledge of Salford and its communities	D	A / I
(f) Personal experience of mental health services	D	A/I
3. Learning and development – type and depth		
(a) Good record of ongoing personal development and learning	E	A / I
(b) Commitment to further learning and personal development	E	A / I
4. Experience – quality and relevance		
(a) Experience of effective working with people who are marginalised or need support to participate	E	A / I
(b) Experience of setting up and working within projects and systems	E	A / I
(c) Experience of effective working with community groups and organisations	E	A / I
(d) Experience of presenting lay views in a credible and accessible fashion	E	A / I
(e) Experience of planning and organising work to meet targets	E	A / I
(f) Experience of public involvement in public services – ideally health and social care and/or health and well-being	D	A / I
5. Personal qualities and circumstances – essential and directly relevant to post		
(a) Strong affinity with the mission and values of the organisation and The Living Well Programme	E	A / I

Requirements	Essential/ Desirable	Method of Assessment
(b) Passionate about encouraging participation by people from all walks of life	E	A / I
(c) Awareness of own strengths and weaknesses, with good time management skills	E	A / I
(d) Ability to manage own workload and work with minimal supervision	E	A / I
(e) Resilience in the face of challenging circumstances	E	A / I
(f) Personal commitment to equity and diversity across society	E	A / I
(g) Ability to respect and keep confidentiality	E	A / I
(h) Ability to travel easily around City of Salford	E	A / I
(i) Willingness to work occasional unsocial hours (such as evening or weekend)	E	A / I

A = application form

I = interview