

Job Title:	SWL Healthwatch Engagement Coordinator
Responsible To:	SWL Executive Officer
Salary:	£30,000 – 33,000 <i>pro rata</i> , depending on experience
Hours:	21-28 hours per week, with flexible working
Job type:	Contract until July 2025, with anticipated renewal

Job Summary

The overarching aim of the South West London Healthwatch Engagement Coordinator is to ensure that the voices of local people can influence the design and delivery of health and care services in South West London. In doing so, they will play a role in addressing health and social inequalities in the region. They will leverage the knowledge and resources of the six Healthwatch organisations based in South West London to achieve these goals.

The main responsibilities of the post are:

Research and reporting: The Engagement Coordinator will support our work gathering, analysing, and sharing the patient, carer, and public experience of health and social care.

Communications: The Engagement Coordinator will support communication to help people access health and care services.

Coordination: The Engagement Coordinator will support joint project working amongst the six independent Healthwatch organisations in South West London.

About Us

Local Healthwatch organisations were established in 2013 to ensure that local people have a say in health and social care. You can find out more here: <https://www.healthwatch.co.uk>. There are 152 local Healthwatch organisations nationally, and six of these are based in South West London (Croydon, Merton, Kingston, Richmond, Sutton, and Wandsworth). Each are independent organisations that work with the people based in their respective boroughs.

The SWL Integrated Care System (ICS) was established on 1 July 2022. It is a partnership of the NHS, local government, and voluntary sector organisations. It plans and delivers joined up services to improve access and quality and to

reduce health inequalities. The ICS serves the population in the six boroughs in London where the local Healthwatch operate. You can find out more here: <https://www.southwestlondonics.org.uk/about-us/>.

The SWL Healthwatch Executive Officer supports collaborative working amongst the six Healthwatch organisations and represents these organisations at various ICS boards and committees, ensuring that our patient insights are heard at a regional level. The Engagement Coordinator will work closely with the Executive Officer in supporting this work.

Working arrangements

The Engagement Coordinator will be based at the Healthwatch Sutton office at the Granfers Community Centre. Home-working and flexible working hours are available. The successful candidate will need to be able to travel throughout South West London to attend community engagement events. The role might require infrequent evening and weekend work.

Main responsibilities

Research and reporting:

- Support planning and delivery of virtual and in-person events to gather patient and public insights, support co-analysis of results, and share findings.
- Identify and implement best practices in ensuring that the voices that Healthwatch gathers reflect the diversity of people living in South West London.
- Conduct literature reviews of both the academic and grey literature.
- Design surveys, workshop materials, and interview and focus group discussion guides.
- Lead the analysis of the collected data, encouraging input from key health and social care decisionmakers as well as from relevant members of our communities.
- Write reports describing the research undertaken and the results.

Communications

- Develop communication materials (e.g., social media posts) and a communications strategy that can support patient and public recruitment to research studies.
- Support *occasional* joint communications across the six Healthwatch organisations informing the public about changes to health or care services. This may involve drafting material for social media (e.g., identifying appropriate stock images, creating images in CANVA, etc.), developing an ad for radio placement, or creating posters for individual Healthwatch organisations to circulate.
- Occasionally signpost to resources that can benefit people's social care, health, and wellbeing.
- Coordinate with Healthwatch communication leads to agree content and distribution strategy for all communications materials.
- Identify and support delivery of opportunities to circulate completed research reports and share our research findings widely.
- Ensure that communications are accessible to diverse people, including people with limited digital literacy or internet use, people with learning disabilities, or people whose first language is not English.

Coordination

- In all joint project work undertaken, ensure frequent request for feedback from local Healthwatch leads and ensure that these comments are appropriately embedded into final versions of materials.
- Support the Executive Officer in preparations for and take minutes during the monthly SWL Healthwatch Joint Working Group meeting.
- Identify and support writing applications for funding opportunities that will facilitate future joint Healthwatch projects.

Other responsibilities appropriate to the role not listed here may be assigned.

Knowledge and skills

Research skills

- Experience developing a population sampling methodology and recruiting participants.
- Experience designing surveys and focus group questionnaires.
- Demonstrable qualitative and quantitative data analysis skills.
- Ability to synthesise literature and data quickly and accurately.
- Knowledge of GDPR and appropriate handling of personal data.
- Ability to summarise research findings in reports.

Personal and people skills

- Experience co-ordinating, liaising and negotiating when working with others, especially people external to your organisation.
- Ability to talk to and listen to people from all walks of life, encouraging a wide section of individuals from our communities to take part in our research.
- Ability to speak to and influence senior people to engage with our work and act on our findings.
- Knowledge of how to reach people who may be digitally excluded.
- Lived experience in South West London, especially within diverse communities, is a plus.

Project management skills

- Proven proactive project planning, organisation, and coordination

skills.

- Ability to work on more than one project at a time and ensure multiple deadlines are met.
- Adept at organising and progressing work when full details are incomplete and as deadlines and priorities evolve.

Education

- Graduate-level qualification or equivalent experience in qualitative research and analysis.
- A degree relevant to health or social care would be a plus.

Software skills

- Knowledge and experience using CANVA or other no or low-cost graphic design software.
- Experience of using social media platforms, especially Twitter, for professional communications.
- Experience of using online survey software such as Smart Survey.
- Expert use of Microsoft Office, particularly Microsoft Excel, to analyse data and produce charts.
- Ability to take part in, collaborate in, and host online meetings on Zoom and Teams.

Language skills

- Fluency in English and the ability to write in Plain English.
- Additional languages that will help us connect with diverse communities are a plus.

Attitudes and values:

- Good interpersonal skills with the ability to work within a team.

- Self-motivated and flexible with a positive can-do attitude.
- Works well independently with limited oversight.
- Shows initiative and creativity.
- Thrives on variety.
- Will uphold the impartiality and credibility of Healthwatch organisations' independence.
- Handles information sensitively and maintains confidentiality.
- Commitment to promoting equal opportunities and a non-judgmental approach.

Candidates must have the right to work in the UK. This post involves working with vulnerable people and is therefore exempt under Section 4 (2) of the Rehabilitation of Offenders Act. The successful candidate will require a DBS check.

We are committed to being an equal opportunity employer and applications are welcome from everyone in our diverse communities.