



Job title: Engagement Manager

Salary: £30,000 - £35,000

Location: Essex

Background

Healthwatch Essex is a charity with the vision of being ‘an independent voice for the people of Essex, helping to shape and improve local health and social care services. We-achieve this by collecting the voices and lived experiences of people across Essex and translating this grass-roots information into strategic intelligence capable of influencing the commissioning and delivery of local health and social care services.

Healthwatch Essex is a small team of a Chief Executive Officer, Managers and Officers. Together with a Board of Directors, we aim to cultivate a thriving network of trained volunteers capable of engaging the public, being involved in high-quality research, and influencing the decision-making of health and social care authorities. Our success also depends on establishing effective partnerships across the statutory sector and with existing voluntary and community organisations.

The Healthwatch Essex staff team is responsible for ensuring that this work is conducted to the highest standards, reflects clear strategic goals, and is focused on achieving meaningful outcomes and impact. Our ambition is to be an effective agent of local change and reflect the highest standards of national and international best practices.

Healthwatch Essex was created due to the Health and Social Care Act 2012, and the Government’s aim of ‘putting patients and the public first’ through strengthening their collective voice. This was further strengthened in the Health and Social Care Act revision in 2023. The Act creates a national network of local Healthwatch organisations and a national umbrella organisation, Healthwatch England. The Act also gives local Healthwatch organisations certain statutory powers to discharge their role and certain obligations.

More information can be found at www.healthwatchessex.org.uk or www.healthwatch.co.uk.

The role

The Engagement Manager will be responsible for the development and management of a network of volunteers and a programme of engagement and involvement with the voluntary and community sector, aimed at ensuring that Healthwatch Essex has both the capacity and the credibility to be 'an independent voice' for the people of Essex.

The postholder will have professional and specialist knowledge of volunteer and staff management, methods of outreach and engagement, and the creation and maintenance of thematic or specialist networks of individuals and organisations. They will be responsible for developing and maintaining information management systems that will ensure that all information and intelligence gathered from (and shared with) volunteers and networks is managed systematically, ensuring that grass-roots information is translated effectively into strategic intelligence in the form of reports and briefings. The post holder will be expected to work with the wider senior management team.

Working alongside the CEO and Research Manager, the Engagement Manager will ensure that Healthwatch Essex members and volunteers have access to meaningful roles and activities, including 'ambassadorial' roles involving engagement with the public or liaison with health and social care authorities. This will include the development and implementation of a programme of training for Healthwatch volunteers and other stakeholders, enabling volunteers to be effective in their roles and to provide meaningful personal development.

Key Responsibilities

- Develop and ensure the successful delivery of Healthwatch Essex services in line with the charity's overall strategic plan and values.
- Work with the CEO to develop and implement operational plans, budgets, and quarterly reviews.
- Ensure Healthwatch Essex services actively encourage input from its ambassadors, volunteers, and the public to inform service delivery.
- Develop and maintain an understanding of services provided by Healthwatch Essex and its stakeholder organisations.
- Work with the management team to identify new opportunities for the organisation, including income generation.
- Ensure quality assurance throughout the services, continued and consistent best practices, and determine procedures and quality standards for continuous improvement.
- Monitor Healthwatch Essex service KPIs, outputs, outcomes, and impact, providing analysis and recommendations.
- Lead, coach, develop and inspire service staff and charity.
- Provide an open management style, coach, and mentor to enable staff to contribute to shaping the organisation, lead by example and promote a positive culture at Healthwatch Essex.
- Line manages service staff, including recruitment, supervision, appraisal, performance, and development.
- Dealing with employee relation matters such as grievance, disciplinary, development and support in keeping with Healthwatch's policies and procedures

- Represent Healthwatch Essex externally where appropriate, including as a spokesperson when necessary.
 - Work effectively with the management team to ensure the organisation's reputation is safeguarded, managed, and enhanced.
 - Attend meetings and conferences as required and inform the CEO of any changes or plans that may affect the service provision or client welfare.
- To develop and implement a Healthwatch Essex engagement and involvement plan, which encompasses a strategic approach to volunteering, engagement and involvement, training, and engagement with health and social care commissioning and provider organisations and other relevant third parties.
 - To pro-actively develop a network of Healthwatch members and active volunteers that:
 - provides meaningful roles and activities for volunteers, ensuring that individuals are motivated to become and remain Healthwatch volunteers and that their activities contribute to the strategic aims of Healthwatch Essex.
 - ensures that Healthwatch Essex members and volunteers conduct themselves to the highest standards, in compliance with the constitution and appropriate policies and procedures.
 - It is representative of the population of Essex, ensuring that all voices are heard and that appropriate efforts are made to engage with the so-called 'seldom heard' or 'hard to reach' groups.
 - It is coordinated with comparable efforts undertaken by the voluntary and community sectors and the statutory sector to minimise wasteful duplication and maximise involvement and outreach across Essex.
 - To proactively develop a programme of outreach, engagement, and involvement activities, ensuring that Healthwatch Essex has the capacity, credibility, and capability to gather 'grassroots' information from the public, voluntary and community groups, and other sources. This could include (but is not restricted to) methods such as:
 - thematic networks of individuals and organisations.
 - seminars or events.
 - use of the internet and social media.
 - To work with the CEO and Research Manager to develop a training programme for Healthwatch Essex
 - To implement and maintain an effective information management system, with the support of the Administrator, to ensure that all information and data gathered through engagement and networks is captured, analysed, and translated into meaningful strategic intelligence to:
 - inform the work of the CEO and Senior Management Team, Healthwatch Essex members and volunteers engaged in liaison roles with statutory organisations and voluntary and community groups.
 - assist and facilitate the work of Healthwatch Essex members and volunteers to ensure that they can engage in a practical, targeted system

- of information interchange and development of intelligence (e.g. preparation of briefings)
 - inform Healthwatch England, which will analyse local data and information nationally.
 - effectively record and track issues and information for performance management.
 - allow communication and feedback to the public to ensure that they feel valued and involved by providing and sharing their views and experiences with Healthwatch Essex and by sharing appropriate feedback.
- To implement and maintain an effective database or CRM system of Healthwatch Essex staff, members, and volunteers to ensure that there are:
 - effective day-to-day communication with volunteers and Healthwatch members.
 - effective management of communication with networks, individuals, and organisations.
 - effective tracking and recording of engagement for performance management of individual activities and the overall engagement process.
- To work with the staff team to ensure that public, members, and volunteer contact with Healthwatch Essex are of the highest standard and that the information management system and CRM system allow quality to be controlled and monitored.
- To develop and maintain relationships and an effective network with the patient/public involvement and engagement officers for health and social care authorities, to ensure that there are appropriate and meaningful exchanges of information and intelligence, and to minimise wasteful duplication. In addition, it ensures appropriate and proportional coordination of any joint activities.
- To develop and maintain effective networks and relationships with neighbouring and other local Healthwatch organisations and Healthwatch England to ensure appropriate and meaningful exchanges of information and intelligence and minimise wasteful duplication. In addition, to ensure appropriate and proportional coordination of any joint activities between local Healthwatches.
- To work alongside the communications manager to ensure that the principles of good communication are embedded within engagement and involvement practice and that innovative platforms and methods, such as social media, are exploited appropriately. This includes responsibility for the Healthwatch Essex website.

Person specification

The post holder will be an engaging and effective communicator with high-quality written and verbal skills and comfortable in the company of others. You will be capable of building effective relationships and networks of individuals and organisations, including managing volunteers and staff, as well as developing information systems that facilitate the smooth running of such networks. You will have a high regard for the sensitivities of working within health and social care and be able to demonstrate a

commitment to advancing the interests of patients, service users and the public within the changing landscape of health and social care.

You will also welcome the opportunity to work within a small and ambitious team, with a demonstrable commitment to the values and principles of Healthwatch Essex and a willingness to work flexibly to achieve the organisation's strategic objectives.

Essential

- Is educated to degree level or has equivalent experience or related qualifications.
- Evidence of continuing personal and professional development
- Knowledge and experience of managing volunteers and staff.
- Demonstrable experience in creating networks or having worked effectively in building partnerships and relationships in a complex or multi-agency environment.
- Experience in developing or delivering training.
- Experience working in or knowledge of the voluntary and community sector and/or health and social care.
- Experience working in a fast-paced office environment, managing a potentially unpredictable workload.
- Knowledge and experience using IT systems, including Microsoft Office, information management and CRM systems.
- Experience and knowledge of social media and its applications.

Desirable

- Experience in applied social research and/or public engagement.