

Application Pack

Project Officer: children & young people's
mental health



Young
voices
count
too

“Our vision is founded on the strong belief that services work best when they are designed around the needs and experiences of the people who use them.”

Thank you for expressing your interest in joining Healthwatch Hillingdon as the Project Officer for children & young people’s mental health.

Healthwatch Hillingdon is recognised as the independent public voice for the users of health and social care services in the London Borough of Hillingdon.

Our aim is to make a positive difference to communities by ensuring the voice of the public is being heard by local decision makers and improving the way health and social care services are run in Hillingdon.

Are you ambitious and driven to make a real difference in our communities? Have you the passion and drive to continue to build on our excellent reputation and success?

You do not need to have a background in health and social care, but an understanding of services and experience of engaging children and young people to participate in meetings and in co-production to drive service improvement is essential. You’ll have exceptional skills in communicating with a diverse community and professionals, with experience of producing reports, delivering projects and events, working in partnership with local agencies, as well as using social media platforms to maximise engagement with young people in Hillingdon.

We strongly believe that services work best when they are designed around the needs and experiences of the people who use them. If you share our passion for making sure the ‘voice of the public’ is at the centre of service delivery and driving change, and you would be interested in joining our team, we look forward to hearing from you.

L Taylor

Lisa Taylor

Managing Director

Healthwatch Hillingdon

How to Apply

Application is by a covering letter, which should indicate why you are interested in applying for the role and how you meet the role requirements as outlined in the job description and person specification. An up-to-date CV should be sent along with the covering letter.

Please send by email to **pat.maher@healthwatchhillington.org.uk**

Or by post marked 'Private and Confidential' to: **Mrs Pat Maher, Healthwatch Hillingdon, 20 Chequers Square, The Pavilions Shopping Centre, Uxbridge, UB8 1LN**

The closing date for applications is **midnight 19 November 2023**.

Shortlisted candidates will then be invited to interview.

If you would like an informal discussion about the role, please contact Lisa Taylor, Managing Director at lisa@healthwatchhillington.org.uk or on our office telephone number between the hours of 9am to 5pm, Monday to Friday at 01895 272 997.

If you have any support requirements to enable you to apply, or require this recruitment pack in an alternative format, please contact Pat Maher (01895 272997).

JOB DESCRIPTION

Job Title:	Project Officer: Children and young people's (CYP) mental health.
Responsible to:	Managing Director
Salary:	£35,000
Hours:	35 hours per week (with occasional evening and weekends)
Contract:	12 months fixed term (potential to extend, dependant on funding)
Location:	Uxbridge
Date:	24 October 2023

About us:

Healthwatch Hillingdon is the independent champion for consumers of both health and social care. In representing all the adults, young people, and children of Hillingdon our aim is to raise awareness amongst commissioners, providers, and other agencies about the importance of engaging with communities, and the expertise and value that individuals can bring to discussion and decision making on local and national issues.

We promote community involvement in the commissioning, provision and scrutiny of health and social care services, giving people and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch Hillingdon also provides or signposts people to information to help them make choices about health and social care services.

About the role:

This is an exciting opportunity within the Healthwatch Hillingdon team to positively shape the future of children and young people's mental and emotional health and wellbeing in Hillingdon. Working with the North West London Integrated Care Board, statutory providers of children's health and social care services, the voluntary sector, and local communities, you'll be ensuring the voices of children, young people, and their families are captured, listened to, and acted upon to directly influence future service delivery that aims to help children and young people thrive into adulthood.

Summary of the role:

The Project Officer for children & young people's mental health will develop and lead a programme of activity to identify what children, young people, and their families need from services, and what needs to change within the existing mental and emotional health pathway to better accommodate population health needs and deliver services that aim to reduce the health inequalities our children and young people face today.

You'll work collaboratively with the statutory and voluntary sector to:

- Engage and involve children, young people, and their families in informing and educating providers and commissioners about their needs and experiences to influence the transformation of mental and emotional health services.
- Understand effective early intervention models that aim to prevent mental health crises.
- Identify how the statutory and voluntary sector can work together in a way that engenders a THRIVE culture across Hillingdon.

Main duties:

- Undertake a review of the Healthwatch Hillingdon 2015 'Seen & Heard' report as a 'stocktake' for how the existing CYP mental health and emotional wellbeing pathway is performing against identified needs and recommendations as outlined in the report.
- Develop effective local stakeholder partnerships to establish and lead a local CYP forum, which includes voluntary sector partners, to support the project aims, facilitate the collation of existing feedback from children, young people, and their families, understand the challenges services are experiencing in meeting current demands, and develop innovative strategies for future service delivery.
- Consolidate existing feedback from children, young people, and their families to identify any gaps in service-user voice.
- Develop and deliver an effective engagement and involvement plan that seeks to strengthen the voices of a diverse population of young people, particularly those at higher risk of discrimination, and involve them in co-producing plans and recommendations, providing training and support as required to maximise opportunities for co-production.
- Support the facilitation of the Hillingdon THRIVE network meeting, developing opportunities for co-production with children, young people, and their families.
- Provide regular project reports for the Healthwatch Hillingdon Managing Director and the project commissioner (NWL ICB).
- Attend and represent Healthwatch Hillingdon at national, regional, and local meetings and events as appropriate, such as the Children & Young People's Transformation Board, and any other relevant stakeholder panels.
- Produce an in-depth insight report that captures what children, young people, and their families need, and which provides recommendations for service improvement/transformation.
- Provide regular activity and insight data to the Healthwatch Hillingdon Managing Director to contribute to performance reports and monitoring procedures as required by our local commissioner.

Additional Responsibilities and requirements of the role:

- Support Healthwatch Hillingdon colleagues by directly taking enquiries for information, signposting and providing advice and guidance to members of the public who contact the organisation.
- Be aware of current trends in health and social care policy and service provision that may have an impact in Hillingdon.
- Provide monitoring information and evaluation reports as required by Healthwatch for a variety of target audiences. (e.g. health and social care providers, commissioners, Healthwatch Hillingdon Board members, children and young people).
- Maintain accurate and relevant information, informing colleagues of information gained during engagement activity.
- Report all work activities, outcomes and contacts using the reporting CRM tool and other appropriate formats.

- Contribute to Healthwatch Hillingdon's regular performance reporting and monitoring by providing insight data on engagement with and feedback from the community.
- Maximise the use of social media channels to raise the Healthwatch Hillingdon profile and encourage greater community engagement with children, young people, and their families.
- Undertake any reasonable tasks, responsibilities and activities as required by Healthwatch Hillingdon to meet business needs.
- Promote equality and diversity in all aspects of work and challenge discrimination where necessary.
- Actively contribute to team meetings, events and training as required.
- Maintain confidentiality in all aspects of the role, for example company confidentiality, volunteer details, etc.
- Contribute to the ongoing development of systems for planning and managing all aspects of Healthwatch Hillingdon activities within available resources and budgets.
- Work effectively with other employees and volunteers to promote the aims and objectives of Healthwatch Hillingdon, and to present a positive image of the organisation to the public.
- Comply with the Health and Safety policy in all employment practices.
- Comply with the Equal Opportunities Policy and Procedure in all employment practices.
- Comply with the no-smoking policy in the workplace.
- Maintain working knowledge of the policies and regulations governing the organisation.
- Undertake any training and development deemed necessary for the pursuance of the post.
- Work in a way that contributes to the continuous improvement of Healthwatch Hillingdon's services and embraces the organisation's quality initiatives.

Terms and Conditions

Salary:	£35,000 per annum
Contract:	12 months fixed term.
Hours of work:	Your normal hours of work are 5 days each week including a daily lunch break. Hours are 09:00 to 17:00
Place of work:	Your normal place of work will be 20 Chequers Square The Pavilions Shopping Centre, Uxbridge UB8 1LN
Holidays:	Holiday year runs from the 1 st April to 31 st March. 25 working days plus 8 statutory holidays (pro rata for part-time workers). 3 days of holiday to be taken for Christmas / New Year shut down.
Overtime:	Although there is no overtime paid, Healthwatch Hillingdon has a Time Off in Lieu (TOIL) system in place. TOIL is normally time worked at weekend and evening events /meetings, or extra work agreed with your line manager
Expenses:	Expenses are paid in accordance with Healthwatch Hillingdon Expenses Policy
Disclosure and Barring Service Pre-employment Check (Formally CRB Check):	Appointment to this post is subject to an enhanced DBS check.
Pension:	Eligible staff members are auto-enrolled onto Healthwatch Hillingdon's workplace pension but may choose to opt out.
Medical:	You must be considered medically fit to undertake this position.
References:	Employment to this post will be subject to receiving two satisfactory references.
Proof of Eligibility to work in the UK:	Evidence provided to comply with the Immigration, Asylum and Nationality Act 2006.
Training:	Identified through the induction and appraisal process.

Person Specification - Project Officer: Children & Young People's mental health		
Factor	Criteria	
		Essential/ Desirable
Education & Qualifications	Educated to degree level or equivalent.	D
Knowledge	Knowledge and understanding of the issues relating to children and young people's mental health and emotional wellbeing.	D
	Knowledge of relevant services and agencies including health and social care services / youth provision and other statutory and voluntary agencies.	E
Abilities	Ability to work effectively with children, young people, and their families, particularly those that may be considered vulnerable or at risk of discrimination.	E
	Ability to develop a range of group / individual participation activities, including training for children and young people to be involved in the project and co-production of services.	E
	Ability to build rapport and relate positively to young people of varying ages and abilities.	E
	Ability to organise and manage competing priorities to meet deadlines.	E
	Ability to work as part of a team as well as independently.	E
	Ability to build effective positive partnerships and collaborations with stakeholders.	E
Skills	Excellent verbal and written communication skills to be able to deliver information, presentations, and reports to a range of different audiences.	E
	Good working knowledge of all standard office software and of social media platforms.	E
Experience	Experience of developing and delivering community research and insight projects or programmes.	E
	Experience of creating and implementing effective engagement strategies/plans that capture the voices of diverse communities of children, young people, and families.	E
	Experience of working with young people and families from diverse backgrounds, and with varying health concerns and abilities.	E
	Experience of empowering and enabling children and young people to participate in co-producing services, policies or plans.	E
	Experience of organising and facilitating events/ activities / meetings / forums, including for those aged 0 to 25 years.	E
	Experience in liaising with a variety of professionals both internal and external to influence policy and service delivery.	E
	Proven experience of working directly with young people in a variety of settings, including schools, and within partner agencies both on a one-to-one and group basis.	D

	Experience of using social media and other digital tools to maximise engagement opportunities and insight.	D
Personal qualities; behaviours, values and attitudes	Understanding of and commitment to equality and diversity in both the workplace and service delivery	E
	Willingness and ability to work flexibly to meet the needs of Healthwatch Hillingdon, and the project aims, including undertaking occasional evening or weekend work.	E
	Able and willing to travel to attend work-related events within the borough and further afield.	E
	Enthusiastic, with a positive attitude.	E
Special requirements	Full driving license and access to a vehicle	D