

JOB DESCRIPTION

Job Title:	Signposting and Insight Co-ordinator
Responsible to:	Managing Director
Gross Salary:	£22,750 per annum
Hours:	35 hours per week maximum
Contract:	Fixed-term contract until 31st March 2022 (with possible extension beyond this date)
Date:	16th June 2021

Introduction:

Healthwatch Hillingdon is an independent consumer champion for both health and social care.

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. The expertise and value that individuals can bring to discussions and decision making on local and national issues needs to be realised.

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

We have been given the authority to monitor and review how local NHS and Social Care services are planned and run. We have the statutory power to 'Enter and View' premises delivering health and social care services, to allow authorised representatives of Healthwatch to observe the nature and quality of services, report on our findings and make recommendations, to which local authorities and NHS bodies have a duty to respond.

Healthwatch Hillingdon also provides or signposts people to information to help the community make choices about health and social care service.

Context of Role:

The information, signposting and advice service is a core Healthwatch requirement and involves providing information, signposting and non-clinical advice to the public on health and social care services in Hillingdon.

Gathering the public's views and experiences of health and social care services is a key priority for Healthwatch. This insight informs the work of Healthwatch and helps us to effectively represent the patient and public voice in Hillingdon and influence the improvement to local services.

The main purpose of the Signposting and Insight Co-ordinator will be:

- To lead the information, signposting and advice function for Healthwatch Hillingdon. Providing accurate and appropriate information and non-clinical advice on choices available to local people about health and social care services and the complaints systems they could access.
- To proactively gather, manage and evaluate the flow of information and data collected by Healthwatch Hillingdon to ensure this insight of the local health and social care services is fully utilised by the organisation.

Duties and Responsibilities:

Signposting

NB: Due to COVID-19, working arrangements may require remote (home) working - as such there may be minor amendments to the duties not detailed below.

- Deliver the signposting, information and advice service, Monday to Friday within the agreed hours. By telephone, email, in person within the shop premises and through the Healthwatch Hillingdon website and social media platforms.
- To ensure that data on local health and care services and providers related to the signposting service is kept up to date and relevant, including:
 - a) Regularly reviewing and updating data about what health and care services are available in Hillingdon the wider North West London Sector.
 - b) Continually updating the information presented in the shop window and on information boards. Refreshing and restocking leaflet displays, as appropriate.
 - c) Support in the management of the website by regularly reviewing and updating signposting information on the website.
 - d) Ensure all staff and relevant volunteers are kept informed of changes to local health and care services; and that they are provided with the most up-to-date signposting materials for outreach activities
- Manage the Healthwatch Hillingdon CRM database.
- Ensure all enquiries are responded to by the appropriate staff member within agreed time limits.
- Alert the MD to any areas of serious concern identified in the course of your work.
- Ensure that people who access the information/signposting service are routinely invited to give feedback about their experience if health and social care.
- Ensure that all new enquiries and feedback data gathered by HWH staff and volunteers are logged on to the database in a timely manner.

- Build and maintain relationships with key stakeholders, such as service provider PALs and complaints departments, the voluntary sector, NHS complaints advocacy services and service commissioners.
- Train and support volunteers to carry out signposting, information and advice role.
- Actively seek opportunities to raise public awareness of the Healthwatch information signposting function, particularly in 'seldom heard' communities and for people who find accessing online and written information sources challenging.
- Provide performance reports on the signposting, information and advice service as per Board agreed KPI's and monitoring procedures.
- Ensure secure data management and record-keeping of Healthwatch Hillingdon information.

Insight

- Using a variety of research methodologies, carry out qualitative and quantitative research to evidence local people's experiences and views on health and social care services.
- Carry out research of national patient experience data, to identify good practice, trends, and assist HWH in forming an evidence-based view of local commissioning and the provision of health and social care services in Hillingdon.
- Advise the MD, and Board, on current trends in health policy, service provision, current practice and matters concerning residents; including, green papers, white papers, Bills and other external policy documents issued by Government (and European or International bodies).
- Keep up-to-date on news that relates to health and social care services provided in Hillingdon and the wider North West London Sector.
- Analyse and interpret data to inform project and engagement plans as agreed within HWH priorities.
- Identify and utilise opportunities to work in partnership with local organisations in order to gather and report the views of local people.
- Attend meetings and workshops as agreed with the MD.
- Work with the MD and HWH team to ensure the organisations' workplan priorities are clearly based on evidence.
- Support the MD to develop recommendations for statutory agencies and service providers based on the research findings.
- Support the MD and team members in preparing reports and presentations on the findings of research to key stakeholders.
- Liaise with other local and national Healthwatch services to identify best practice in research, information gathering and publicity.

Additional Responsibilities and requirements:

- Carrying out responsibilities/duties within the framework of Healthwatch Hillingdon’s policies and procedures.
- Ensure that duties are undertaken with due regard and compliance with relevant legislation. Particularly, Data Protection, Health and Safety and Equality legislation.
- Carry out additional tasks that may be required from time to time to achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed with the MD.
- Undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- Be committed to Healthwatch Hillingdon’s core values of independence, effectiveness and transparency and to demonstrate this commitment in the way they carry out their duties.
- Work effectively with other employees and volunteers to promote the aims and objectives of HWH, and to present a positive image of HWH to the public.

I have read and agree that this job description accurately defines the role.

Signed:

Printed:

Date:

Terms and Conditions

Salary:	£22,750 per annum.
Contract:	30 th June 2021(potential extension to March 2022 subject to future funding)
Hours of work:	Hours are 09:00 to 17:00 Monday to Friday.
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 a 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.

Signposting and Insight Co-ordinator - Person Specification

(E) - essential, (D) - desirable

Skills / Abilities

<ul style="list-style-type: none"> • Empathetic, patient, person with excellent communication and people skills 	E
<ul style="list-style-type: none"> • Ability to communication with a wide range of different people 	E
<ul style="list-style-type: none"> • Logical, clear thinker, with good problem-solving and analytical skills 	E
<ul style="list-style-type: none"> • Ability to seek out information from a range of sources, using a variety of methodologies 	E
<ul style="list-style-type: none"> • Able to work effectively as a team player but with the ability to work independently 	E
<ul style="list-style-type: none"> • Ability to manage own workload, with conflicting demands and pressures 	E
<ul style="list-style-type: none"> • Reliable, flexible, enthusiastic and self-motivated with good organisational skills 	E
<ul style="list-style-type: none"> • Excellent written skills 	E

Knowledge

<ul style="list-style-type: none"> • Educated to A level, or equivalent relevant experience 	E
<ul style="list-style-type: none"> • Able to use ICT including Microsoft Office, internet, e-mail and database management. 	E
<ul style="list-style-type: none"> • Knowledge and understanding of health and social care service provision, either through personal or professional experience 	D
<ul style="list-style-type: none"> • Knowledge of safeguarding procedures 	D
<ul style="list-style-type: none"> • Knowledge of equalities legislation 	D
<ul style="list-style-type: none"> • Understanding of confidentiality, informed consent and appropriate information sharing 	D

Experience of:

<ul style="list-style-type: none">• Information gathering and carrying out research and analysis	E
<ul style="list-style-type: none">• Providing an information, signposting, or helpline service	D
<ul style="list-style-type: none">• Providing clear, accessible information to a diverse audience	D
<ul style="list-style-type: none">• Writing reports for a range of audiences	D
<ul style="list-style-type: none">• Using research methodology	D
<ul style="list-style-type: none">• Using a customer relations management database, or other data storage solutions	D