

Project officer

Role description

Background to role

Healthwatch Camden is an independent organisation, accountable to local people in Camden. We are part of the Healthwatch network, created through the Health and Social Care Act 2012. The purpose of Healthwatch Camden is to ensure that local people get a say in the health and social care services they use.

Healthwatch Camden has specific duties to gather local people's views and experience, to make recommendations for improvement in services and to give people information about their rights in services. We work in a diverse borough and our work must promote equality and seek out the views of people who are the most disadvantaged.

We fulfil our role through three broad areas of work:

- Voice - outreach and engagement to collect views and experience
- Choice - sharing information on choices people can make in services
- Change - using insight from our engagement and research to influence services.

(See our [Strategic Plan](#) for more information about us.)

In everything we do, we aim to work in ways that empower local people and that build on the strengths of Camden's large and diverse voluntary and community sector. This includes involving local people as volunteers in some of our projects, and working in partnership with other local organisations.

Our work is developed through inter-related projects. We choose priorities every year based on what local people tell us matters to them.

Purpose of job

The Project Officer supports the range of our work, helping to manage the progress of projects, including making sure that each project has the necessary background information, volunteer input, and other support it needs; analysing research results; and preparing findings for publication. As part of this, the Project Officer will strengthen our links with volunteer networks in the borough.

The person we are looking for

This is a varied role, in a small and lively team. It offers scope for development - there will be opportunities to lead on specific items of work. We are looking for someone who understands the ways that service user voice can be used to shape and improve services; who can relate to the diverse population in Camden; who

has experience of volunteering and understands the contribution volunteers can make to projects; who has experience of research, preferably in an area of social policy; who can manage process, with good attention to detail; who wants to take responsibility; who can work flexibly; and above all who wants to make a difference for the people of Camden.

Duties of role

- To take part in annual planning of projects, to identify resources required
- To ensure that our project planning takes account of the diversity of Camden's population
- To support evidence gathering for projects - this may include, for example, helping at outreach events or organising focus groups or conducting telephone interviews
- To update project plans, and report on project progress as required (currently by quarterly updates to board)
- To develop contacts with volunteer networks in Camden and set up systems for gathering insight and feedback from these networks
- To recruit volunteers to specific projects as required
- To ensure that our systems for working with volunteers encourage participation from under-represented and/or disadvantaged groups, for example people with learning disabilities, people from refugee communities
- To support preparation of project findings - for example by transcribing and analysing interviews, or by researching relevant references
- To support production of project reports, including, for example, proof reading (Healthwatch Camden has a Communications Manager who will lead on production and promotion of reports.)

General duties

- To promote equality and diversity in all aspects of the work
- To work collaboratively with local people to develop project plans
- To support the day to day work of the organisation, undertaking any reasonable task required
- To observe Healthwatch Camden's policies and procedures
- To share responsibility for responding to requests for information from the public.

Conditions of employment

Basics

This is a part time post, for 28 hours per week.

Salary is £24,240

Annual leave is five weeks a year plus bank holidays.

Pension

Healthwatch Camden's pension provider is People's Pension and you will automatically be enrolled on the scheme when you join.

Working arrangements

Healthwatch Camden both offers and expects flexible working.

The post holder will be required to work flexibly (including occasional weekend and evening work).

Healthwatch Camden provides time off in lieu for work outside your normal hours.

Healthwatch Camden is happy to consider requests for job-share or other adjustments to the standard working week.

Reporting

This post reports to the Deputy Director (Policy). All staff are accountable via the Director to Healthwatch Camden trustees.

Healthwatch Camden is formally accountable both to our funders (London Borough of Camden) and to the Secretary of State for Health. We provide an annual report of our activities, setting out how we have met our remit.

Location

The job is based at Healthwatch Camden's office, 150 Ossulston Street NW1 1EE. Please note that we may be moving office later in 2018 and the job may be based anywhere in the borough of Camden in future.

Person specification

The person we are looking for will be someone who wants to make a difference and to help people get the best from their health and care services. The things we are looking for from you are:

Essential skills and experience

Project management - you need to be able to demonstrate:

- Successful experience of project management
- Knowledge of data management for purposes of research (including fluent use of Excel)

Subject knowledge - you need to be able to demonstrate

- Good understanding of the role of service user/citizen involvement in health and social care
- Good understanding of and commitment to the principles of equality and diversity, with experience of applying those principles in practice
- Good understanding of the causes and impacts of health inequalities and the role that local Healthwatch can play in helping local people to address health inequality

And we also need you to have:

- Experience of working with volunteers
- Education to degree level

Essential personal attributes - you will need to have:

- Demonstrable ability to relate to the diverse population in Camden
- An ability to work alongside people who use health and social care services in ways that promote user empowerment and user choice
- Excellent communication skills, both face to face and on the page
- The ability to manage your own workload
- A demonstrable ability to manage process, with good attention to detail

Desirable skills and experience - it will help if you have:

- Experience of managing volunteers
- Degree or postgraduate qualification in health and social care policy and administration or related field and/or degree or postgraduate qualification in research methods
- Qualification in project management