

PERSON SPECIFICATION - ENGAGEMENT & INFORMATION OFFICER, HEALTHWATCH KIRKLEES AND HEALTHWATCH CALDERDALE

Key for assessment methods

A = Application form

I = Interview

R = Reference

Attributes	Essential	Desirable
Qualification	<ul style="list-style-type: none"> Educated to A level standard (A,I) 	<ul style="list-style-type: none"> Higher education qualification/degree (A)
Experience	<ul style="list-style-type: none"> Experience of working or volunteering in a public-facing role, providing support, information or signposting. (A, I, R) Experience of planning and delivering projects (A, I, R) Experience of planning outreach sessions/events in a variety of settings, including places which present opportunities to engage with vulnerable people (A, I, R) 	<ul style="list-style-type: none"> Experience of providing information/signposting to clients. (A, I, R) Demonstrable recent experience in research techniques - For example focus groups, interviews, survey creation. (A, I, R) Experience of supporting volunteers (A, I, R)
Skills and abilities	<ul style="list-style-type: none"> Caring individual with excellent communication skills (I, R) Ability to convert qualitative and quantitative data into reports including recommendations and outcomes for projects. (A, I, R) Evidence of excellent report writing skills. (A, I, R) Ability to monitor and maintain internal databases (A, I, R) Ability to work independently, planning and prioritising own workload. (A, R) Numeracy and IT skills (A, I, R) 	<ul style="list-style-type: none"> Experience of using Microsoft Excel (A, I)

	<ul style="list-style-type: none"> • Ability to work flexibly and creatively with a willingness to suggest and try out new ways of working (A, I, R) • Experience of using of Microsoft office and Outlook (A, I) 	
Knowledge	<ul style="list-style-type: none"> • Understanding of and commitment to Healthwatch aims principles and values (A, I, R) • Understanding of the health and social care landscape and issues within it. (A, I) • Knowledge and understanding of the different needs of the community and how best to communicate with a wide range of people. (A, I, R) 	<ul style="list-style-type: none"> • Experience in delivering information and signposting (A, I) • Knowledge of local services, e.g. hospital trusts, voluntary and community services (A, I)
Values	<p>Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and that applicants must evidence these values as part of the application process:</p> <ul style="list-style-type: none"> • We care about others and show this in the way we interact with members of the public, colleagues, volunteers and staff from other organisations. • We work to make sure everyone's voice is heard, including those who are vulnerable or disempowered (e.g. individuals who are unwell, bereaved or disabled) or at difficult points in their lives and who may find it more difficult to share their experience. • We listen carefully to the feedback people give us and treat this information with respect and understanding. • We work flexibly and our team work in creative and innovative ways, to respond to different situations and circumstances. • We are approachable and responsive to others. 	

	<ul style="list-style-type: none"> • We are honest, transparent, independent and answerable. • We champion equitable ways of working. • We challenge those in authority to improve and design better health and social care services • We contribute to making change happen, empowering local people and communities to get the best from health and social care services • We are a learning organisation; we learn from the work we do and support everyone in the team to learn and develop as individuals. 	
Additional factors	<ul style="list-style-type: none"> • Able and willing to travel throughout the districts (Kirklees and Calderdale) and work in multiple locations. (A, I) 	<ul style="list-style-type: none"> • Ability to speak a community language (A, I) • Able to work very occasional unsocial hours such as evenings and weekends. (A, I)