

Job Description

Job Title	Project Coordinator - Enter and View Programme
Hours	18.75 hours per week
Salary	£22,400 per annum (£11,200 18.75 hours per week pro rata)

Organisation Purpose	Healthwatch Milton Keynes is an independent public and patient champion promoting choice and influencing the provision of high quality health, social care and wellbeing services for all, across Milton Keynes.
----------------------	--

Job Purpose	To work with the Deputy Chief Executive Officer and volunteers to develop and coordinate the delivery of the Healthwatch Milton Keynes' Enter and View Programme across Health and Social Care services. Produce and publish high quality, evidence-based reports based on the findings from Enter and View activity.
-------------	---

Key Responsibilities/Essential Functions

Enter and View

Work with the Deputy CEO and relevant professionals to plan an annual delivery schedule of Enter and View activity across Health and Social Care Services.

Be highly knowledgeable of the legislation around Enter and View and Healthwatch Milton Keynes Enter and View policy.

Prepare for Enter and View visits by researching background information about the service being assessed.

Promote Enter and View to key stakeholder groups across Milton Keynes.

Co-ordinate the Enter and View programme working with volunteers to plan and deliver E&V activities.

Liaise with commissioners and service providers to ensure the smooth running of Enter and View visits.

Liaise with the Care Quality Commission regarding the Enter and View Programme.

Draft Enter and View reports, ensuring appropriate publishing authorisation, and distribution to relevant bodies within legal timeframes.

Provide information on planned activity and progress to the CEO.

Volunteers

Ensure volunteers are appropriately skilled, trained and supported to deliver Enter and View activity.

Support the Deputy CEO in the recruitment, selection and training of Enter and View Authorised Representatives.

Provide support and supervision for Enter and View volunteers, including supporting with safeguarding queries/ issues that may arise during visits.

Support the Deputy CEO in developing plans and processes, to retain Enter and View volunteer engagement.

General:

Gather information and comment from service users and others and feed into the Healthwatch Milton Keynes Information Management System.

Support the development of Healthwatch Milton Keynes as an organisation that is fully committed to equality and diversity, and to addressing Health inequalities.

Promote the importance of, and implement arrangements for, safeguarding the welfare of children, young people and at-risk adults throughout the organisation.

Undertake research on behalf of Healthwatch Milton Keynes into areas of policy/local data relating to health and social care.

Maintain records, and compile monitoring data/reports as required.

Establish relationships with statutory partners and local Healthwatch in other areas to share information, learning and good practice.

Keep up to date with local, regional and national developments in health and social care, to inform the work of Healthwatch Milton Keynes.

Remain informed about services in order to be able to signpost the public to the relevant part of the Health, Social Care and Wellbeing services in Milton Keynes.

Undertaking other tasks and responsibilities appropriate to the role and/or that enable the organisation to deliver more flexible services, at the request of the CEO or the Trustees.

Uphold safe and efficient workplace policies and practices.

Take every opportunity to publicise the work of Healthwatch Milton Keynes and support the growth of the database and volunteer involvement.

Continuously improve own practice and professional development through being informed about key issues, reading, networking, training and examining the policy and practice of health and social care initiatives in Milton Keynes and elsewhere.

Undertake other tasks and responsibilities appropriate to the role and/or that enable to organisation to deliver more flexible services.

Additional:

Cooperate with any legal steps the organisation may take to fulfil its obligations under the Health and Safety at Work Act.

Report any concerns relating to the protection of vulnerable adults.

Undertake other duties as required commensurate with the level of qualifications and experience brought to the post.

It is the organisation's intentions that this job description is seen as a guide to the key areas and essential duties for which the employee is accountable. However, the employee's obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Signed:

Date:

Person Specification

Post: Enter and View Programme Coordinator

SKILLS AND ABILITIES	Essential/ Desirable
Excellent interpersonal skills	E
Excellent verbal and written communication skills, including ability to make presentations	E
Excellent report writing skills	E
Project Management qualification, or equivalent experience	E
Analytical skills, including the ability to monitor and report on outcomes and impact	E
Ability to work on own initiative, organise own workload and manage time effectively	E
Ability to work flexibly and contribute positively as part of a team	E
Good word processing and ICT skills (including Microsoft Word, Excel and Outlook)	E
KNOWLEDGE AND UNDERSTANDING OF	
Safeguarding policies and procedures relating to adults, young people and children	E
Community engagement, outreach and representing the views of others	E
Issues and concerns affecting people accessing health and social care	D
The voluntary and community sector and its relationships with statutory organisations	D
PROFESSIONAL EXPERIENCE OF	
Volunteer management and support	E
Report Writing and Research	E
Partnership working in and with a range of voluntary, community and public-sector organisations (including local authorities and NHS)	E
Representing the views of others and influencing the planning, commissioning and provision of services, including health and social care	D
Developing relationships with professional service providers/partners	D
Working or volunteering in a voluntary organisation or community group	D
At least three years' experience in a health and/or social care setting	D
OTHER ATTRIBUTES	
A higher education qualification (Degree), or demonstrable equivalent experience	E
A commitment to growing an organisation that is passionate about promoting better health and social care outcomes for all	E
Commitment to address and implement equality and diversity issues and practice	E
Commitment to the aims and values of Healthwatch Milton Keynes	E
Access to own vehicle and an ability to travel throughout Milton Keynes	E