

Job Description

Job Title	Service Coordinator (Maternity Cover)
Hours	37.5
Salary	£22,400 per annum (Pro rata)
Contract Term	August/September 2020 - 31 st March 2021 (Due to the COVID-19 Pandemic this contract will include an element of home working)
Reports to	Interim Chief Executive Officer
Organisation Purpose	Healthwatch Milton Keynes is the local consumer champion promoting choice and influencing the provision of high-quality health, social care and wellbeing services for all, across Milton Keynes
Job Purpose	To support the Interim CEO to manage, deliver and develop Healthwatch Milton Keynes activities (during a period of maternity cover for the Chief Executive)

Key Responsibilities/Essential Functions

Outreach, Engagement and Research Activities

Working in conjunction with the Interim CEO, devise and oversee appropriate outreach, engagement and research activities and staff work programmes to fulfil the strategic aims of Healthwatch Milton Keynes.

Oversee workstreams for promoting and publicising Healthwatch Milton Keynes as widely as possible across all communities and stakeholders.

Represent Healthwatch Milton Keynes at health and social care operational meetings, as required and agreed with the Interim CEO.

Ensure that experiences, intelligence, and other data underpinning the Healthwatch Milton Keynes Information Management System are collected from service users, patients, carers, and the public (in line with General Data Protection Regulations).

Provide input to the evaluation and monitoring systems of local services on the views of patients, service users, carers, children, young people and under-represented groups through the production of high-quality, evidence-based reports.

Volunteers

Support the Interim CEO with recruitment, selection and training of volunteers.

Assist with support and supervision for volunteers, including volunteer meetings, performance management, training, and professional development opportunities.

Oversee plans and processes, to retain volunteer engagement.

Operational Management:

Comply with Healthwatch Milton Keynes governance, operational and HR policies and procedures, including monitoring of compliance by staff and volunteers

Production of reports to the organisation's commissioners, ensuring deadlines are met.

Work in conjunction with the Engagement and Communications Lead to ensure that the Healthwatch website is maintained and that appropriate information is publicly available and accessible for children, young people, and under-represented groups.

Support the Interim CEO with administrative duties on an ad hoc basis e.g. preparation of reports and papers, liaising with suppliers etc...

General:

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.

Liaise as required with statutory partners and local Healthwatch in other areas to share information, learning and good practice.

Maintain an awareness of local, regional and national developments in health and social care, to inform the work of Healthwatch Milton Keynes and remain informed about local services in order to be able to signpost the public to relevant Health, Social Care and Wellbeing services.

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

Uphold safe and efficient workplace policies and practices.

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.

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 definitive and exhaustive statement.

Signed:

Date:

Person Specification

Post: Service Coordinator

SKILLS AND ABILITIES	Essential/ Desirable
Excellent interpersonal skills	E
Excellent verbal and written communication skills	E
Ability to build rapport with vulnerable groups and those from BAME communities.	D
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	
Issues and concerns affecting people accessing health and social care	D
Community engagement, outreach and representing the views of others	E
Local safeguarding policies and procedures relating to adults, young people and children	D
The voluntary and community sector and its relationships with statutory organisations	D
EXPERIENCE OF	
Experience in a health and/or social care setting, or voluntary sector	D
Managing and developing relationships with staff, volunteers and providers/partners	E
Partnership working in and with a range of voluntary, community and public-sector organisations (including local authorities and NHS)	D
OTHER ATTRIBUTES	
Educational attainment to secondary school level or similar demonstrable level of ability	E
Professional or other qualifications relevant to the role	D
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