

Healthwatch Manager (Kensington & Chelsea)

Job title	Healthwatch Manager (Kensington & Chelsea)
Reporting to	Healthwatch Service Manager
Contract	Permanent
Hours	37.5 hours per week
Salary	£32,290 per annum
Location	Westminster/Kensington & Chelsea and home working
Closing date	12 noon, Tuesday 30 April 2024

We welcome applications from people with transferrable skills and qualities, and people with diverse employment histories and personal backgrounds.

Healthwatch Kensington & Chelsea

Healthwatch was set up in 2013 to champion the rights of health and social care users, and hold the health and social care system to account for how well it engages with the public. Its remit covers all publicly funded health and social care services for adults and children.

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The Advocacy Project delivers Healthwatch services in Kensington & Chelsea, Brent and Westminster – three of 152 local Healthwatch organisations. We're building on the important work that's been done to date, while bringing new insights from the voices of seldom heard and hard to hear groups.



About the role

The role is to lead the work of Healthwatch Kensington & Chelsea, working with a small skilled staff team and a range of volunteers and other community stakeholders. In particular, you will share our commitment to embed user engagement and community development at the heart of the Healthwatch service model, empowering user voices and improving access to health services.



You'll have an opportunity to develop the service in line with our ambitious vision. This will include leading on the planning and delivery of targeted projects, supporting a diverse and varied engagement programme, and building relationships with a range of strategic partners. The Healthwatch Manager (Kensington & Chelsea) also takes the lead on managing our local Advisory Board. You will work closely with the Healthwatch teams in Westminster and Brent.



Key responsibilities

- › Ensure Healthwatch Kensington & Chelsea's work conforms to all required principles, objectives and statutory obligations, and meets all contractual requirements between The Advocacy Project and Brent Council.
- › Manage and motivate a small staff team to deliver an effective and vibrant local Healthwatch.
- › Provide leadership to make sure the patient and public voice is heard across health, social care, children's and other sectors in a continuously changing external environment.

- › Support the effective working of the Healthwatch Kensington & Chelsea Advisory Board.
- › Ensure local communities are able to participate fully in our work, particularly those that are least likely to have had their voices listened to. Support these communities in influencing local and national policy.
- › Represent Healthwatch Kensington & Chelsea at strategic governance and external meetings with key stakeholders, liaising with nominated Board leads regularly.
- › Develop the service to respond to emerging trends and needs, keeping abreast of Healthwatch England best practice to continually enhance the quality of the service.
- › Monitor the service to make sure it delivers to time, budget and quality; provide reports evidencing this to key stakeholders, including local commissioners, Healthwatch Advisory Board, the Bi-borough Health and Wellbeing Board and Healthwatch England.
- › Develop effective partnerships with key staff in health and social care services.
- › Work with the communications and engagement lead to make sure all relevant internal and external stakeholders receive relevant, timely and up-to-date communication about all Healthwatch projects.
- › Work with the Healthwatch Service Manager and Head of Business Development to identify opportunities for funding additional work which will add value to our Healthwatch services.

General responsibilities

- › Participate in team meetings, training and organisational development.
- › Contribute to monitoring reports.
- › Keep to our policies, including health & safety, safeguarding and risk regulations.
- › Work to our mission, vision, and values.
- › Work flexibly to meet the needs of the service, in line with the changing local and national landscape and carry out other projects and tasks as needed.

Person specification

Essential

- › Excellent knowledge of and experience of working with the health and social care system and the voluntary and community sector.
- › Thorough understanding of user engagement, community development, user involvement and co-production principles and practice.
- › Experience of working with diverse communities and tackling discrimination and inequality.
- › Understanding of the public health challenges in Kensington & Chelsea.
- › Experience of managing team members.
- › Experience of contract management and compliance.
- › Excellent communications (written and verbal) and interpersonal skills. Effective in working with a wide variety of stakeholders ranging from trustees, commissioners, partners, colleagues and local residents.
- › Able to interpret complex information and deal effectively with competing interests and challenging situations.
- › Excellent organisational skills who can work on their own initiative and plan and prioritise your own workload.
- › Experience of working with a budget.
- › Commitment to working within The Advocacy Project and Healthwatch code of conduct, equality and safeguarding policies.
- › Willingness to attend further training as appropriate and to adopt new procedures.
- › Willingness to promote Healthwatch and The Advocacy Project in line with our mission, vision and values.

Desirable

- › Evidence of ongoing personal development and training.
- › Experience of working with senior managers in public sector bodies.
- › Experience of developing ideas for new areas of work.
- › Experience of working directly with volunteers.



Benefits of working for us

We're committed to providing an empowering, flexible and supportive working environment for all our staff.

Our employee benefits include 30 days annual leave (including up to 3 days between Christmas and New Year), participation in a pension scheme with 6% employer contribution, access to a free confidential counselling service, and an interest-free travel/bike loan.

All our staff are supported to learn and develop in a variety of ways, including a monthly lecture series where we invite sector experts to talk to our staff on topical issues.

We are a Disability Confident Committed and Mindful Employer.

How to apply

Upload your application via our website on www.advocacyproject.org.uk/work-for-us

Include your CV and a supporting statement explaining why you think you're the person we're looking for and how your experience meets each point in the person specification. You can use examples from paid or voluntary work, and life experiences. We only accept applications from candidates who upload both a supporting statement and CV.

It's a legal requirement that you are eligible to work in the UK for all our posts.

If you have any questions please get in touch on HR@advocacyproject.org.uk / 020 8106 0640.

An external review concluded that:

"...staff have excellent support and training to undertake their roles" and find the "lectures, internal training, team meetings and review meetings extremely helpful"

The review also stated "managers are always accessible and there was a great deal of knowledge and experience across the teams".

**Winner of the
National Advocacy Award for Equality & Diversity**