

Impact and Involvement Manager (Healthwatch)

Job title	Impact and Involvement Manager (Healthwatch)
Reporting to	Head of Services
Contract	Permanent
Hours	37.5 hours per week
Salary	£37,807 per annum
Location	Hybrid with minimum of two days per week in London.
Closing date	Monday , 16 th December 2024, 12 noon

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

Healthwatch Brent, Westminster and RBKC

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.

Healthwatch's remit covers all publicly funded health and social care services for adults and children.

Healthwatch Brent, Healthwatch Westminster and Healthwatch Kensington & Chelsea are three of 152 local Healthwatch organisations. The Advocacy Project delivers these three services. 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

In this exciting new role as Impact and Involvement Manager (Healthwatch) for The Advocacy Project you will play a central role in shaping the strategic and operational management of our Healthwatch services and in turn the wider organisation. . This includes direct support to Healthwatch managers in Westminster, Kensington & Chelsea, and Brent, ensuring that the services are inclusive, effective, and of high quality.

You will also work across The Advocacy Project , alongside our teams and wider partners, to support effective data capture, outcome tracking, evaluation and impact reporting. This role will play a key role in reinforcing The Advocacy Project's commitment to service improvement and stakeholder engagement. You'll have an opportunity to develop the role in line with our ambitious vision, making sure all residents and users ' views, including the most marginalised, are at the heart of developing both our and health and care services.

Key outcomes

- › Engaging and working with local diverse voluntary and community groups
- › Working with local health and social care services (adults and children)
- › Engaging with local residents from all backgrounds, including seldom-heard groups
- › Implementing and championing an effective outcome and impact measurement framework.

We're embedding user engagement and community development at the heart of all our work, empowering user voices and improving access to health services, with a particular focus on the most disadvantaged and hardest to reach groups.



Key responsibilities



- › Make sure the work of HW Westminster (HWW), HW Kensington & Chelsea (HWRBKC) and HW Brent (HWB) conforms to all required principles, objectives and statutory obligations, and meets all contractual requirements between The Advocacy Project (as host organisation) and the local authorities.
- › Provide strategic management for effective, inclusive and high quality local Healthwatch.
- › Line management of HW managers in each borough.
- › 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.
- › Working with managers in each borough, make sure HWB, HWW and HWRBKC involve the local community, particularly seldom heard groups, in influencing local and national policy and are responsive and sensitive to the needs of community groups with protected characteristics.
- › Facilitate the ability of The Advocacy Project to improve health and social care underpinned by robust intelligence gathering arrangements. Stay abreast of opportunities for The Advocacy Project to influence health and social care strategy or delivery, and ensure that we have the data and knowledge to do this effectively.
- › Be available to represent The Advocacy project, HWB, HWW and HWRBKC at all strategic governance and external meetings with key stakeholders, liaising with nominated Board leads regularly.
- › Support local managers to develop the services to respond to emerging trends and needs, while keeping abreast of Healthwatch England best practice to continually enhance the quality of the service.
- › Develop effective partnerships with key staff in health and social care services.
- › Work with local managers in each borough to ensure all projects are informed and influenced by local communities and strategic partners. Support the effective planning and resourcing of project work, working to Healthwatch England best practice guidance. Ensure that project plans and intended outcomes are clearly communicated to key stakeholders.
- › Work with the shared Insight and Outcomes Analyst to make sure quality systems are effective and used to demonstrate the Health watch service is achieving outcomes and impact, and meeting key performance indicators.
- › Share best practice across all Advocacy Project workstreams supporting local managers to deliver effective data capture, outcome tracking, evaluation and impact reporting, reinforcing The Advocacy Project's commitment to service improvement and stakeholder engagement.
- › Ensure that lived experience and service user involvement is embedded in all evaluation.
- › Provide reports to key stakeholders, including The Advocacy Project Trustees, commissioners, Advisory Boards, Health and Wellbeing Boards and Healthwatch England demonstrating our impact.

- › Develop effective partnerships with key staff in health and social care services.
- › Identify funding opportunities and work with The Head of Business Development to support funding bids.
- › Work with the borough Communications leads to make sure all relevant internal and external stakeholders receive relevant, timely and up-to-date communication about all Healthwatch projects.
- › Work with the Communications leads to ensure that the impact and outcomes of our services are clearly communicated with all stakeholders, including professional partners and members of the public
- › Work with key staff to ensure timely, accurate and high-quality reports and presentations to commissioners and stakeholders.
- › Keep up to date with current trends in health policy, service provision, current practice and matters concerning people as citizens, by reading, attending courses and networking.
- › support the leadership team in shifting the culture to be focused on impact, equipping colleagues with the tools and knowledge to understand and communicate our impact effectively and consistently.

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 at a high strategic level with the health and social care system and the voluntary and community sector, in particular Healthwatch.
- › Thorough understanding of user engagement, community development, user involvement and co-production principles and practice.
- › Thorough understanding of and experience of implementing outcome and impact measurement tools.
- › A working knowledge and understanding of different evaluation approaches
- › Extensive experience of working with diverse communities and tackling discrimination and inequality.
- › Relevant experience in project delivery and evaluation, including data gathering and analysis, or training in research methods, statistics, or data analysis.

- › Management experience including managing, developing and motivating a staff team.
- › 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.
- › Excellent organisational skills; ability to work on own initiative and plan and prioritise own workload.
- › Experience of managing 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 related to the role.
- › Understanding of the public health challenges in, Westminster, RBKC and Brent.
- › Experience of working with senior managers in public sector bodies.
- › Experience of developing a new service.

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**