

JOB OPPORTUNITY
Citizens Advice South Hams

Follaton House, Plymouth Road, Totnes, Devon, TQ9 5NE
www.southhamscab.org.uk

Healthwatch Project Manager

Post title:	Healthwatch Project Manager
Salary:	£23,500 - £28,500 pro rata
Hours:	25 hrs/week with the possibility of increased hours
Location:	Based at Totnes at least 2 days/month, with the remainder home/remote working and travel across Devon
Reports to:	Chief Officer Citizens Advice South Hams
Responsible for:	Healthwatch Champion Coordinator; Contact Centre Officer
Contract:	2 years fixed term with an opportunity for extension; 4% pension contribution, 20 days annual leave + bank holidays + three discretionary days at Christmas; employee assistance programme

On behalf of Citizens Advice Devon, the South Hams office is recruiting a project manager to deliver Citizens Advice activities in a newly formed partnership between Colebrook SW, Engaging Communities SW and Citizens Advice Devon. Jointly commissioned by the three local authorities, the partnership brings a new approach to providing local Healthwatch services in Devon, Plymouth and Torbay.

This is an exciting opportunity for an experienced project manager to represent the patient voice in a way that will help improve local people's experience of health and social care. Responsible for delivering the service's multi-channel contact centre and overseeing a network of champions, the post holder will be an exceptional team leader, able to deliver work at the highest level, and able to demonstrate an excellent understanding of the aims and principles of both Citizens Advice and Healthwatch.

Taking a proactive approach, the postholder will develop strong links to wider Citizens Advice work, sharing intelligence, promoting the patient voice and influencing decision-makers. Using our evidence base they will escalate relevant issues to statutory partners, local teams and providers as required. With extensive contacts in the local health and care sector and comprehensive understanding of issues in rural Devon, the postholder will advise the partnership on rural issues and support the strategic service lead in developing service provision across the Devon footprint. They must be able to work flexibly, engage sensitively and build productive relationships with colleagues, partners and wider stakeholders.

Applications for this post should be made to janiemoor@southhamscab.org.uk by noon on Wednesday 21st October, with interviews w/c 26th October 2020. Please use the application form provided. CVs will not be accepted.

Healthwatch Project Manager Job Description

Key deliverables of the post

- Deliver the service's public facing first point of contact centre
- Delivery of CA Devon Service Level Agreement
- Link Healthwatch into Devon communities through the Citizens Advice Devon champions
- Support the service to achieve its workplan including equity in service provision across the region
- Advise the partnership on rural issues through Citizens Advice knowledge and links
- Support strategic representation, partnerships and engagement alongside other members of the senior team
- Management lead for CA Devon staff and lead the development of the Devon Advisory Forum

Responsible for delivery of the following service areas

- Contact Centre
 - Delivering the service phone line, webchat and email response to everyone contacting the service, ensuring the contact centre provides a quality, consistent service across all three local HealthWatch areas
 - Escalation of relevant issues to statutory partners, local teams and providers as required
 - Signposting people contacting HW to appropriate organizations and groups
 - Ensuring the contact centre is linked in with service priorities, sharing updates, knowledge and developments
 - Developing the contact centre service and formats in line with HW service changes, local needs and contractual obligations
 - Supporting the monitoring and reporting of contact centre activity and outcomes
- Healthwatch Champions
 - Supporting engagement across wider Devon, linking to service priorities and work plans
 - Supporting Healthwatch Assist recruitment and links to CVS networks
 - Signposting and resolution of H&SC issues in local area
 - Monitor and report on Champion work using service systems
 - Linking service priorities, comms and engagement to CA local offices

Service Development

- Develop strong links with wider CA work, sharing intelligence, H&SC updates and supporting work priorities
- Work with CA Devon's research and campaigns group to raise awareness of social policy issues

- Represent Healthwatch and Citizens Advice at external meetings as directed by the service strategic lead

Professional development and other duties

- Contribute to a positive working environment where learnings and feedback are valued, equality and diversity are well-managed and individuals and teams thrive.
- Keep up to date with legislation, policies and procedures relating to national and local health and social care developments.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Person Specification

1. Good, current understanding of the issues affecting society and their implications for local health and social care service provision
2. Passionate about improving local health and care services; good understanding of the aims and principles of Citizens Advice and Healthwatch
3. Proactively manage and maintain effective relationships with colleagues to ensure the contact centre and champions deliver high levels of service, meeting customer demand and required standards of operation. Exemplary attention to detail and focus on quality.
4. Develop and monitor quality standards and objectives. Continually measure performance through appropriate KPIs and take action to ensure issues are identified and rectified proactively.
5. Ensure processes comply with both regulatory requirements and our internal quality standards. Ensure colleagues are trained to a high standard providing a consistent service to customers.
6. A strong communicator, both written and spoken. Able to build effective partnerships, engage and influence a wide range of internal and external stakeholders. Ensures colleagues are kept up to date with current processes and communications cascaded.
7. Absorbs and understands complex information and technical systems, able to problem solve and resolve issues by careful deployment of limited resources.
8. Exceptional data interpretation skills. Able to collect analyse and present complex information to support the case for change.
9. Confident and skilled IT user across different platforms and applications including CRM databases.
10. Responds to problems in an open way, determines root causes, seeks solutions, makes recommendations. Ability to challenge constructively and justify decision-making.
11. Resilience and able to handle changing priorities. Effectively manages workload and work to meet deadlines.
12. Possess a full driving licence and use of car/able to meet the IT and travel requirements of the post.