

# Recruitment Pack: Information Officer

Contact: 01743 237884

Jane Randall-Smith  
Chief Officer  
Healthwatch Shropshire

your  
**voice**



## Recruitment Process

To apply for this role, please complete the application form with a supporting statement (no longer than three sides of A4) setting out how you meet the requirements of the role specification to [Jane.Randall-smith@healthwatchshropshire.co.uk](mailto:Jane.Randall-smith@healthwatchshropshire.co.uk) or by post (clearly marked Confidential - Healthwatch Shropshire) to:

Jane Randall-Smith  
Chief Officer  
Healthwatch Shropshire  
4 The Creative Quarter  
Shrewsbury Business Park  
Shrewsbury  
SY2 6LG

Please note that the closing date for applications is

**1:00pm on Thursday 13<sup>th</sup> April 2017**

No late applications will be accepted.

Interviews will take place on **Thursday 20<sup>th</sup> April 2017**

March 2017

Dear Candidate

Thank you for expressing your interest in joining Healthwatch Shropshire as the Information Officer. I hope that the information in this pack will give you a feel for the organisation, what we do and how we make a difference. You should find all the information you need here.

Set up under the Health and Social Care Act 2012 the local Healthwatch network works to give citizens a greater say in how the NHS is run. Healthwatch Shropshire's purpose is to be the recognised independent voice of the people of Shropshire in seeking to improve their experience of Health and Social Care services.

We are looking for a dynamic person with plenty of drive and energy, to join our team and share our passion for making Healthwatch in Shropshire the "consumer champion" for NHS, public health and social care services across Shropshire.

You may not have a background in health or social care but you will certainly be able to demonstrate that you have the knowledge, skills and experience to deliver exceptional results through effective networking and great team work.

If you want to help Healthwatch Shropshire to be the effective "voice of the people" in Shropshire and to play its part in shaping the future of health and social care services within the county, then we would like to hear from you.



Jane Randall-Smith  
Chief Officer  
Healthwatch Shropshire

## GUIDELINES ON COMPLETING YOUR APPLICATION

These notes have been provided to help you with your application and it is very important that you read them before you complete the form.

In order to be able to make a fair comparison between candidates please note:

- All applicants are must use the form provided. Please do not submit a CV. If you do so it will not be considered during the shortlisting process
- Applications received after the closing date, for whatever reason, will not be considered. It is therefore in your interests to submit your form in plenty of time. If sending by post please ensure you put sufficient postage on the envelope. A number of applicants for previous vacancies have had their applications rejected as insufficient postage has caused a delay in delivery. Please note that our premises have no access to a letter box outside of normal office hours, and therefore deliveries by hand must be on a week day between 9.00 am and 5.00 pm (4.30 pm on Fridays).

In order to ensure that applicants for employment are assessed fairly against the needs of the post concerned, a scoring system will be used in order to select those applicants who will be invited for interview. Marks will be given according to how well your application meets our requirements and the candidates with the highest total scores are invited for interview. Shortlisting is undertaken by at least two people working independently, who consider only the information contained in each application form to decide which candidates to interview.

It is, therefore, particularly important that you fill out the application form carefully, as it may make the difference between being offered an interview or not. The following points are designed to help you in completing a good application form.

1. Job Description and Person Specification: You will find a Job Description and a Person Specification enclosed in your pack. The Job Description outlines the tasks you will be expected to deliver if you are successful; the Person Specification describes the personal qualities we are looking for to fill the post. Your application should, therefore, be based primarily on the Person Specification, using the job description to give examples where you used your skills and experience to undertake similar tasks in previous jobs.
2. Consider yourself against those requirements: You will need to show on the form evidence that you have those requirements. Think about each previous job you may have had and what it is about that job which is relevant to the job you are applying for. Include voluntary and part time work, as this may help uncover skills which you may have taken for granted but which could be relevant to the job applied for.
3. Education/Training/Qualifications: Please detail the information which is relevant to your application. It is not necessary to list every day long training course you have attended. Please note that if you are shortlisted, you will be asked to supply evidence of your qualifications (such as original certificates) on the day of your interview.

4. Do a rough draft of the application: This will help you to organise the information and avoid mistakes.
5. Declaration: - if you submit your application by email and are shortlisted, you will be asked to sign your application form on the day of interview
6. Data Protection: Personal data obtained from applicants during the recruitment process will be held securely and will be used solely for the purposes of selection for the post advertised. Other than for the successful applicant, no personal data from the application form will be retained beyond six months from the date of interview, when it will be confidentially shredded or deleted if electronic.

### What happens next?

Short-listing will take place soon after the closing date, and as soon as possible after this, you will be informed as to whether or not you have been invited to interview. If you would need any special arrangements in order to attend for interview, please either include this on the form or attach a separate sheet if necessary.

All appointments are made subject to satisfactory references being received, an occupational health check and satisfactory completion of a probationary period.

## Job description

<b>Job Title:</b>	Information Officer
<b>Hours per week:</b>	28 hours
<b>Salary:</b>	£21,057 pro rata, 1% increase for 2017-18 to be confirmed
<b>Responsible to:</b>	Chief Officer
<b>Responsible for:</b>	Administration Officer
<b>Key working relationships:</b>	Healthwatch Shropshire staff team, volunteers and Board Members; local commissioners; local health and social care providers

### Job Purpose:

The Information Officer will undertake a range of information management work on information received by Healthwatch Shropshire including data analysis, reporting and literature searching. He / she will work with other team members on Healthwatch Shropshire projects. He / she also will be responsible for HWS' communications.

### Key activities:

#### Information Management

- Continue to develop and manage processes for gathering and recording intelligence about local health and social care services from multiple sources, including comments received from the public, the voluntary sector and external meetings.
- Implement the new Healthwatch England CRM system into HWS.
- Conduct regular analysis of intelligence gathered in order to identify trends and patterns.
- Provide intelligence reports to support the Intelligence Committee of the Board to identify areas for action in response to intelligence gathered, enabling decisions taken to be evidence-based.
- Analyse HWS intelligence and produce intelligence reports in response to requests from colleagues or external organisations. Liaise with these external organisations to provide the data required.
- Provide a current awareness service for team members and the Board, identifying items of relevance from a variety of external sources.
- Understand and lead on HWS' responsibilities in relation to the Data Protection Act and confidentiality, advising on compliance and best practice.
- Understand and lead on HWS' responsibilities in relation to the Freedom of Information Act, including responding to requests and maintaining the Publication Scheme.

## **Communications**

- Work with colleagues to develop and maintain the website as well as provide usage statistics.
- Work with colleagues to manage the social media accounts including Twitter and Facebook.
- Produce regular newsletters and write copy for external organisations' communications.
- Write regular You Said, We Did reports to demonstrate to the public the actions HWS has taken as a result of comments gathered.
- Disseminate HWS publications and news to relevant audiences and stakeholders.
- Support the Chief Officer in producing and writing for the Annual Report and Annual Review.
- Write regular press releases, working with the Board Member lead, to ensure maximum media coverage and support the Chief Officer and Chair in responding to media enquiries.

## **Research**

- Work with colleagues to plan and deliver HWS projects, including data entry processes, data analysis and report writing in order to communicate results and to identify evidence-based conclusions and recommendations for changes and improvements to services.

## **External liaison and representation**

- Liaise with Healthwatch England e.g. escalating concerns, responding to requests for intelligence.
- Work with colleagues to provide comment on external organisations' documents, including Quality Accounts.
- Liaise with neighbouring Local Healthwatch and Community Health Councils in Wales.
- Attend meetings and representation at meetings as agreed with the Chief Officer.

## **Other duties**

- Support colleagues and the wider team where there is a need for information services eg confidentiality training, data protection advice, proof reading reports etc
- Participate in HWS events e.g. Annual Event, volunteer meetings.
- Keep up to date with relevant legislation and be familiar with local and national policies.
- Attend and contribute to team and training events as required.
- Attend and contribute to production of work and service plans and to supervision, performance review and appraisal sessions.

## **Notes:**

Healthwatch Shropshire reserves the right to alter the content of this job description, after consultation, to reflect changes to the job, without altering the general character or level of responsibility.

## Person Specification

Attributes	Essential	Desirable
Education and training	<p>Educated to degree level or equivalent</p> <p>Good level of computer literacy with working knowledge of Word, Excel, Power Point</p>	<p>Qualified in information giving (eg Librarianship or similar)</p> <p>Training in Data Protection</p>
Experience	<p>Recent experience of working in a voluntary or community organisation or health or social care environment</p> <p>Liaison with statutory organisations, voluntary organisations and other stakeholders</p> <p>Communications work eg preparing press releases and other contact with the media</p> <p>Experience of social media, maintaining websites and using the internet</p> <p>Record keeping and experience of using a CRM system</p>	<p>Experience of working in a rural context</p>
Skills	<p>Ability to collate and analyse intelligence received and produce reports</p> <p>Excellent communication and presentational skills, both written and oral including writing and presenting reports</p> <p>Good interpersonal skills and the ability to relate well to a range of people</p> <p>Ability to produce publicity materials to a high standard for the website and social media</p> <p>Report writing, proof reading and editing skills</p> <p>Good administrative skills with the ability to be organised, and accurate and to work to deadlines</p>	<p>Research skills</p>
Additional qualities	<p>Commitment to the ethos and work of the voluntary sector</p> <p>Knowledge of the Shropshire area</p>	

## MAIN CONDITIONS OF SERVICE

<b>Starting salary</b>	£21,057 per annum pro rata, 1% increase for 2017-18 to be confirmed
<b>Probationary period</b>	This post carries a probationary period of 6 months. Confirmation of employment will be subject to satisfactory performance during this period.
<b>Hours:</b>	Flexible: up to 28 hours per week, minimum 22.5 hours per week (excluding lunch breaks)  As volunteers may need to undertake training in early evening or weekends, this post will require the ability to be available for some 'out of hours' working within the contracted hours. No enhanced payment will be made for working such times. TOIL will be allowed for additional hours worked. No overtime will be payable
<b>Holiday:</b>	23 days per annum pro rata excluding bank holidays. The holiday year runs from April to March. Holiday entitlement for staff joining the organisation during the year will be calculated on a pro-rata basis per complete month worked.
<b>Pension:</b>	This post is pensionable. The post holder will be entitled to an employer's pension contribution of up to 5% of salary into the scheme, providing this is matched by at least the equivalent % of salary contribution by the employee.
<b>Place of work:</b>	Shrewsbury based in high quality office facilities on accessible business park. This post will work throughout the County but is mainly desk based.
<b>Termination of Employment:</b>	One week's notice in writing on either side during the Probationary Period. Upon confirmation of appointment, two calendar months' notice in writing.
<b>Use of car for business purposes</b>	During the course of your work you will be required to travel away from your office base. When using your own car for such travel, you will be reimbursed as a casual car user at the current rate of forty five pence per mile. You are required to ensure that your car insurance covers you to use your vehicle for business purposes.

## Healthwatch Shropshire - FAQ's

### Q. What is Local Healthwatch?

A. Local Healthwatch is a government initiative to help people to have their say about health and social care services; it is the local consumer champion for users of these services.

### Q. How is Healthwatch Shropshire set up?

A. The Health and Social Care Act 2012 has given Local Authorities a statutory duty to commission an effective and efficient local Healthwatch in their area. Healthwatch Shropshire is an independent Charitable Company with its own Board and staff. The contract for delivery is held by Healthwatch Shropshire with Shropshire Council.

### Q. How is Healthwatch Shropshire funded?

A. Funding is available for Healthwatch Shropshire from the Department of Health, who provide the money to Shropshire Council as a grant. The amount available to Healthwatch Shropshire is based on the number and demographics of the people living in Shropshire.

### Q. What does Healthwatch Shropshire do?

- A. Healthwatch Shropshire is the local Healthwatch organisation and it:
- provides information and signposting to the public about accessing health and social care services and choice in relation to aspects of those services
  - makes the views and experiences of people known to Healthwatch England helping it to carry out its role as national champion;
  - makes recommendations to Healthwatch England to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern (or, if the circumstances justify it, go direct to the CQC with their recommendations, for example if urgent action is required by the CQC);
  - promotes and supports the involvement of people in the monitoring, commissioning and provision of local care services;
  - obtains the views of people about their needs for and experience of local care service and make those views known to those involved in the commissioning, provision and scrutiny of care services;
  - makes reports and make recommendations about how those services could or should be improved; and
  - signposts people to the NHS Independent Complaints Advocacy Service.

### Q. What is Enter & View?

A. Healthwatch Shropshire gathers information on people's experiences of health and social care and when it is appropriate for Healthwatch Shropshire to see and hear for itself how services are provided it has the power to visit a service. These visits are called Enter & View. Specially trained Authorised Representatives visit a service, make observations, collect people's opinions and produce a report that is published. Enter & View is an opportunity for positive change and findings are shared with the provider of the service and also key other organisations.

**Q. What is Healthwatch England?**

**A.** Healthwatch England represents Local Healthwatch at a national level. It is a committee of the Care Quality Commission (CQC). It is responsible for setting standards and providing support and leadership to Local Healthwatch organisations. Local voices have an influence at a national level through Healthwatch England.

**Q. What is the Health and Wellbeing Board?**

**A.** Each Local Authority has a Health and Wellbeing Board covering health, public health and adult social care. The Board includes a Healthwatch Shropshire representative to ensure that feedback from patients and service users can influence and shape health and social care services.

**Q. What is Independent Complaints Advocacy Services (ICAS) and what is the relationship with Healthwatch?**

**A.** It is the responsibility of Local Authorities to decide how best to commission a local NHS Complaints Advocacy Service. Local Authorities decide whether this is provided directly by Local Healthwatch or by another organisation. In Shropshire this service is provided by PohWER. Healthwatch Shropshire supports any complaints function by signposting people to PohWER in a timely and appropriate manner.

**Q. What is the Care Quality Commission (CQC)?**

**A.** the CQC is the regulator for health and social care providers in England. It makes sure that hospitals, care homes, dental and general practices and other care services in England provide people with safe, effective and high-quality care. The CQC works closely with Local Healthwatch and Healthwatch England to make sure that information is shared effectively.