

**Communications &
Volunteer Coordinator
Recruitment pack 2024**

About us

Introduction.

Healthwatch Stockport is your local independent health and care champion, ensuring people's voices are at the heart of shaping health and care services. We are part of a national Healthwatch network coordinated by Healthwatch England and were established within the Health and Social Act (2012).

If successful, you will join our small team and lead on developing our communications strategy and coordinate volunteer member activity. You will support our Enter & View Team and contribute to our research projects, gather public views, and ensure our work drives positive change in Stockport.

Job Description

Communications and Volunteer Coordinator

Job Title:	Communications and Volunteer Coordinator
Hours:	Full-time (35 hours per week) and may involve evening/weekend work
Salary Range:	£27,000 - £32,000 per annum, depending on experience.
Contract Terms:	12 months fixed with a view to an extension subject to funding
Location:	Stockport, UK. Healthwatch Stockport operates a flexible approach to working between office, home and community. You will be expected to travel across Stockport and occasionally within Greater Manchester.
Reporting to:	Chief Executive Officer
Benefits:	28 days leave rising to 30 after 3 years' service plus statutory Bank Holidays + Holidays + Pension, Flexible Working Arrangements

Key Responsibilities

1. Communications

- Develop and implement an effective communications strategy.
- Collaborate with the Comms Officer to enhance our online presence.
- Create content across various channels, including newsletters, press releases, reports, and social media.
- Ensure consistent messaging and branding across all platforms.

2. Volunteer Coordination

- Recruit, train, and support new volunteer members, leading to the continuous development of our Enter and View Programme.
- Coordinate volunteer activities to align with Healthwatch Stockport's objectives.
- Maintain a database of volunteers and members, tracking engagement and participation.

3. Enter & View Programme

- Oversee the Enter & View programme and support the Enter & View Volunteer Lead by collaborating with volunteers and partner organisations.
- Ensure the programme influences positive service changes and supports volunteers to lead the way in those changes.
- Produce and share Enter & View reports in a timely and accessible manner.

4. Research and Projects

- Contribute to the design, development, and delivery of targeted qualitative and quantitative research projects to gather feedback on health and social care services.
- Contribute to data analysis and produce comprehensive reports and intelligence briefings for NHS and social care commissioners, providers, local Councillors/MPs and the public.
- Ensure all reports are robust, straightforward, and accessible.
- Involve volunteers, service providers, and people with lived experience in our work.

5. Community Engagement

- Collaborate with the Healthwatch Engagement Lead to plan and deliver engagement activities with local people and communities.
- Gather feedback and insights from the community to inform Healthwatch Stockport's work.
- Represent Healthwatch Stockport at local events, meetings, and forums.

5. Stakeholder Engagement

- Develop and maintain effective relationships with key partner organisations across health and social care.
- Participate in partner networks and meetings to represent Healthwatch Stockport and promote public feedback.
- Identify opportunities for genuine partnership and collaborative working.

6. Impact Monitoring

- Collaborate with the Senior Officer to monitor the impact of our research and reports to ensure recommendations are acted upon.
- Work with partner organisations and external stakeholders to ensure the effectiveness of our reports and recommendations.

7. General and Office Duties

- Work as part of a team with staff and volunteers.
- Undertake training to increase knowledge, skills, and awareness.
- Respond to office phone calls and public email enquiries when required.
- Implement Healthwatch Stockport's policies and procedures.
- Undertake any other duties that may reasonably fall within the scope of the role.

Qualifications and Skills

- Proven experience in a communications role, preferably within the voluntary/health/care sector.
- Excellent written and verbal communication skills.
- Strong organisational and project management skills.
- Proficiency with digital communication tools and platforms, including social media, content management systems, and design software.
- Experience in volunteer management or community engagement.

- Ability to work collaboratively and independently, managing multiple tasks and deadlines.

Attitudes and Values

- Good interpersonal skills with the ability to work within a team.
- Self-motivated and flexible with a positive can-do attitude.
- Ability to work independently and proactively.
- Commitment to promoting equal opportunities and a non-judgmental approach.
- Ability to handle information sensitively and confidentially with respect and discretion.
- Commitment to upholding the impartiality, independence, and credibility of Healthwatch Stockport.

You must have the right to work in the UK and satisfactory DBS check for working with vulnerable people. Healthwatch Stockport is committed to equal opportunities and applications are welcome from everyone in our diverse community. We embrace and value diversity in our workforce.

Person Specification

Person Specification for Communications and Volunteer Coordinator

Category	Essential	Desirable
Knowledge & Qualifications	<ul style="list-style-type: none"> - Proven experience in a communications role, preferably within the voluntary/health/care sector. - Proficiency with digital communication tools and platforms, including social media, content management systems, and design software. 	<ul style="list-style-type: none"> - Degree in communications, marketing, or a related field. - Knowledge of health and social care sectors. - Training in project management.
Skills	<ul style="list-style-type: none"> - Excellent written and verbal communication skills. - Strong organisational and project management skills. - Ability to work collaboratively and independently, managing multiple tasks and deadlines. 	<ul style="list-style-type: none"> - Graphic design skills. - Experience with video editing software. - building social value into projects.
Experience	<ul style="list-style-type: none"> - Experience in volunteer management or community engagement. - Experience in developing and implementing communications strategies. - Experience in producing reports and working with data. 	<ul style="list-style-type: none"> - Experience in public speaking or representing an organisation at events, must be willing to develop in this area. - Experience in partnership working and stakeholder engagement, must be willing to develop this area.



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