

Healthwatch Staffordshire Manager

Recruitment Brochure





Welcome to Support Staffordshire

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Introduction

Message from the Chief Executive

Thank you for your interest in working for Support Staffordshire.

Put simply, we want the very best and most talented people to work for us. However, that doesn't mean just those with academic qualifications (though we like them too). It means those who bring experience from all walks of life, in the voluntary sector, from statutory organisations such as councils or the NHS, self-employment and from private business backgrounds. We also really value experience you may have from unpaid voluntary work, being on a committee, a parish council, as an unpaid carer or something else where you have gained skills and experience for life. We want you to perform at your best when applying, and at interview (if we are lucky enough to short list you) – so please just ask if there is anything that is not clear or that you are feeling unsure of.

Joining Support Staffordshire means joining one of the best employers in the county, with family friendly policies and an award-winning commitment to staff health and wellbeing. So, do take a minute to look beyond the salary, as we know working here won't make you a millionaire, but it might offer you priceless other benefits.

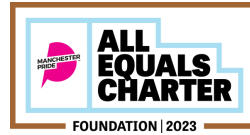
If working for us ends up being a match made in heaven you will get the opportunity to make a real difference to the lives of Staffordshire people. Often supporting the most marginalised to get on in life. Giving greater voice to communities and causes that you and others care about. We try our best to live up to our values in all we do, and they genuinely matter to us, so please make sure you read and absorb what they mean to you.

I look forward to seeing how your interest pans out, and meeting the successful candidate soon, so we can keep building a Stronger Staffordshire together.

Yours faithfully

Garry Jones
Chief Executive of Support Staffordshire





Healthwatch Staffordshire Manager

Permanent
37 hours a week
Salary £32,000

Work base at The Stafford Civic Centre, plus working around the area and some working from home.

Would you like to be part of a dynamic, award-winning, local charity.

You will need to be a confident communicator in a variety of environments, have good strategic skills and be able to lead an effective and engaging Healthwatch Team.

Excellent relationship building and interpersonal skills, including the ability to quickly form collaborative relationships with colleagues and stakeholders.

This job would be suitable for anyone with Health and Social Care knowledge.

Support Staffordshire is working hard to become more inclusive of the communities we serve, and as such is especially keen to hear from applicants with protected characteristics and lived experience, that bring knowledge, skills and experience to us.

We welcome an informal conversation in the first instance. Please contact Baz Tameez on 07563397802 during the day, Monday to Friday. Or email: Baz.Tameez@healthwatchstaffordshire.co.uk

In order to be considered for this position, you will need to complete an Application Form and Equity, Diversity and Inclusion Monitoring Form. These can be found on our website – www.supportstaffordshire.org.uk Go to menu then latest news and jobs - along with the job description and person specification.

The person appointed will require; proof of right to work in the UK; two satisfactory references; and an enhanced and barred DBS check

Closing date: 9am Thursday 12th December 2024
Interview date: Thursday 19th & Friday 20th December 2024



About Support Staffordshire

Support Staffordshire is a Staffordshire based charity which empowers communities to be the best they can be. We support communities, individuals and organisations to work together to bring about positive change in their community by actively encouraging Social Action.

Our aim:

- to increase people's skills and knowledge
- harness people's drive, enthusiasm and energy
- enhance individual and family livelihoods
- build capacity in neighbourhoods & communities
- improve the relationships and resilience of organisations and individuals

How we do this:

We deliver the four functions of Local Infrastructure as recognised and promoted by the National Association for Voluntary & Community Action (NAVCA):

1. Volunteering

- Promoting volunteering at events
- Promoting volunteer opportunities and matching volunteers to opportunities
- Supported volunteering

2. Capacity Building

- Membership
- Locality Officer support
- Right Start training and Supportive Communities
- Community development support
- Consultancy and training development

3. Partnerships & Collaborations

- Member Census and state of the Sector Report
- Locality Forums
- Staffordshire Village Hall Network
- Healthy Communities Alliance
- Team Staffordshire
- OUTSIDE
- Healthwatch
- Social Prescribing

4. Leadership & Advocacy

- Working with the NHS
- Working with local emergency and resilience organisations
- Partnerships with local councils



About Support Staffordshire continued

Our Working Groups:

Support Staffordshire has recognised three critical and cross cutting priorities in recent years. These are [Equity, Diversity & Inclusion](#), [Climate Emergency](#) and [Staff Health & Wellbeing](#). These priorities are now fully integrated into our strategic and business plans, and each is supported by a cross-organisation working group.

Equality, Diversity & Inclusion Working Group:

- Actively work to increase diversity of the board, management and staff
- Raise awareness among staff on anti-racism, equality and diversity
- Actively work to increase diversity
- Ensure zero tolerance of racist and prejudiced behaviours
- Ensure communications reflect the ethos of Support Staffordshire and influence members and wider stakeholders

Climate Emergency Working Group:

- Climate Literacy training for all staff
- Champion climate action in the voluntary sector in Staffordshire
- Support the achievement of net zero within Support Staffordshire
- Build climate resilience within Support Staffordshire

Staff Health and Wellbeing Working Group:

- Health and Wellbeing Policy
- Listening Ears Wellbeing Mentor Programme
- Staff Health Needs Assessment
- Bereavement Support in the workplace
- Menopause Support in the workplace
- Mental Health Support in the workplace

Where we are: We have 4 office bases throughout Staffordshire:

Leek Health Centre, Fountain Street, Leek, Staffordshire, ST13 6JB

Newcastle Guildhall, The Guildhall, Newcastle-under-Lyme, Staffordshire, ST5 1PW

Stafford Civic Centre, Riverside, Stafford, Staffordshire, ST16 3AQ

Lichfield District Council, Frog Lane, Lichfield, Staffordshire, WS13 6YY

Our Values



Community Driven

We believe that people create their own futures together

We champion mutual understanding, collective learning & local decision making



Inclusive

We are fair & believe in the potential of everyone

We support everyone to achieve their goals, but focus on equity for marginalised people



People Powered

We are positive about people & their talents

We recognise everyone's skills, experiences, knowledge, connections, passion & potential



Trusting

We value empathy, integrity, transparency, & respect

We spend time & energy building relationships, listening, and collaborating



Ambitious

We are brave, inquisitive, imaginative, & adaptable

We continuously learn with communities, leading & dreaming big together



Sustainable

We are all responsible for a healthy & prosperous future

We ensure future generations can thrive as we do



Why work for Support Staffordshire?

We offer a wide range of benefits to support our staff:

Pension

We operate a workplace pension scheme. Minimum 5% employee contribution and we will add 3% employer contribution.

Annual Leave

Enhanced Annual Leave entitlement of 36 days. All full time Support Staffordshire employees are eligible for 28 days paid holiday in addition to the 8 days statutory bank holidays. Part Time Employees holiday entitlement is calculated on a pro rata basis.

Bank Holidays for Religious or Cultural Observance

Of the eight bank holidays, five originate in the Christian religion. Any employee may request to switch one or more of the five standard 'Christian origin' bank holidays for a day off linked to their own religion or cultural beliefs.

Sick Leave

Enhanced sick leave pay.

Flexi-time Scheme

We operate a flexi-time scheme. We have core working hours. Outside of these core hours employees may vary their start, lunch and finish times to suit personal circumstances.

Charity Worker Discounts

As an employee of a charity, you can sign up to 'Charity Worker Discounts', offering a wide range of discounts from shopping and restaurants to flights and hotels.

Hybrid/Home Working

We provide a non-contractual home working agreement for our employees. For a full time employee, we would generally agree 2 days from home and 3 days in the office (pro rata for part time employees) depending on the role and the business needs.

Training

Our staff are the core of what we do. We believe in offering training opportunities applicable to job roles to help our staff achieve their career aspirations.



Why work for Support Staffordshire? continued

Family Friendly Leave Policy

We have an extensive Family Friendly Leave Policy which outlines our support in different leave situations, such as, carers leave, emergency leave for dependants, parental leave, domestic abuse/relationship breakdown leave. As standard we offer one day paid leave when these situations arise to allow our employees to make other arrangements.

Wellbeing at Work Policy

We have a Wellbeing at Work Policy pledging our commitment to our employees' Health and Wellbeing. Outlining our initiatives and support.

Awareness Sessions

We provide awareness sessions throughout the year, covering a range of wellbeing topics, such as menopause, bereavement, neurodiversity and mental health.

Listening Ears Programme

We provide our employees with the Support Staffordshire Wellbeing 'Listening Ears' service. Our trained team members are there to listen, show kindness and signpost employees to the right support.

Counselling Service

We provide our employees with a free counselling service through an external provider.

Eye Tests

Employees who require an eye test predominantly in relation to the potential or actual need for glasses at work (usually for computer usage), may claim for the cost of a standard eye test.

All Staff Days

We believe the key to a thriving, happy, productive workforce is supporting each other, staying connected and communication. To help enable this, we have two All Staff Days per year.



Job Description

Healthwatch Staffordshire Manager

Salary: £32,000

Hours: 37 hours per week, ideally to be worked over 5 days

Contract: Permanent

Location: Support Staffordshire Office, Stafford Civic Centre, Riverside, Stafford, Staffordshire. ST16 3AQ. This role offers two days home working and three days in the office.

Travel: Travel expenses may be claimed for attending places over and above the contractual place of work. If traveling for work purposes, the amount of miles usually incurred from commuting to the place of work should continue to be deducted from any expense claim.

Line Manager: Deputy Chief Exec

Line Management of: Healthwatch Team

Budget/Income: Yes

Enhanced Disclosure Required: Yes

Barred List Check Required (regulated activity only): No

The person appointed will require, proof of right to work in the UK and two satisfactory references.

Job Overview: The post holder is responsible for the implementation, management and development of Healthwatch Staffordshire. This includes managing the Healthwatch staff and volunteer team, budget management, community engagement and Healthwatch Intelligence Network functions, wider stakeholder relationships, information management systems, tools & investigations, Enter & View functions, IAG system leadership, and strategic advocacy with health & care system partners & boards. You will also support and be supported by a dedicated Healthwatch committee.



Job Description continued

Key Responsibilities:

- 1. Ensuring Support Staffordshire services are consistent with our stated values.**
- 2. Ensuring where appropriate, that volunteers are involved in delivering our services.**
- 3. Ensuring effective cross-organisation working to meet our aims and objectives.**
- 4. Leading, coordinating, performance managing and developing the Healthwatch staff team, including supporting HR policy and process as required. Taking responsibility for the team's implementation of good practice in health and safety, information management and other legal and regulatory requirements.**
- 5. Managing agreed budgets, authorising associated expenditure, developing income and financial reporting.**
- 6. Managing and coordinating community engagement and communications programmes for Healthwatch; including the Healthwatch Staffordshire website, social media and e-bulletins.**
- 7. Maintaining the Healthwatch Intelligence Network of existing networks and organisations which gather views and feedback on health and care services within Staffordshire. There is a particular emphasis on recruiting Patient Participation Groups (PPGs) into the network and Support Staffordshire membership.**
- 8. Managing the associated Network small grant programme which is focussed upon improving the reach of feedback.**
- 9. Maintaining and developing local stakeholder relationships with a wide range of health and care organisations and partnerships, and specifically the Staffordshire Health & Care Overview and Scrutiny Committee.**



Job Description continued

10. Maintaining and managing the Healthwatch Staffordshire database, and associated information management systems, tools, reports and proposed investigations.
11. Managing and operating the power to Enter and View services, which is a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.
12. Planning and collaborating with key stakeholders to generate a refreshed approach to Information Advice and Guidance (IAG) leadership across the system.
13. Attending and strategically advocating at key partnership Boards including the Staffordshire Health and Wellbeing Board and appropriate structures of the Integrated Care System (ICS).
14. Support and take advice from a Healthwatch committee, a formal sub-committee of the Support Staffordshire Board of trustees.
15. Engage appropriately with regional and national Healthwatch structures and forums.
16. To undertake any other duties as determined by your line manager.



Person Specification

1. Able to demonstrate Key Skills required of all Support Staffordshire staff

- Positive work ethic, dependable and conscientious
- Flexibility, use of initiative and good time management
- Collaborative and outcome focussed
- Working to plans, policies & procedures
- Applies equality of opportunity
- Proactive in personal development

2. Able to demonstrate Key Leadership & Management Skills

- Building and sustaining effective working relationships
- Bold and creative within risk management and governance frameworks
- Pro-active and outcome focussed approach to problem solving
- Performance management based on support, coaching and enabling

3. Knowledge, skills and experience of community engagement and communication in a VCSE sector, volunteering services, and public sector partnerships, collaboration and networking.

4. Ability to develop and maintain a VCSE based network with a focus on gathering and analysing information. Successful experience of engagement with Patient Participation Groups is desirable.

5. A strong and proven skillset for sound information governance and data insight analysis, with the associated information technology skills.

6. Highly organised, excellent time management, effective & efficient with IT and systems.

7. Reviewing and analysing ways of working and change management with a focus on needs, assets, outcomes and continuous improvement.

8. Information management: database use, data analysis, evaluation & impact assessment and presentational skills.

9. A high quality and experienced communicator, using email, social media, report writing and meetings / speaking in public to get across key messages and advocating for others.



Person Specification continued

10. Experience and skill as a senior representative in public arenas including with the media, with negotiation, persuasion and influencing abilities.
11. Experience of advocating the views of others appropriately in formal boards, committees, meetings and partnerships.
12. Ability to lead strategic pieces of work, and influence others, where you are not mandated or resourced to implement all the necessary systems change yourself.
13. Financial planning and management abilities, with budget experience or clear transferable experience.
14. Willing and able to travel across the county with own transport or public transport.



Application Process

To apply for the role, please complete the Application form and EDI form accompanying this brochure.

Please send your completed forms to:

recruitment@supportstaffordshire.org.uk

Closing date for applications:

9am Thursday 12th December 2024

Interview date:

Thursday 19th & Friday 20th December 2024