Job Description

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| Job Title | Engagement Officer |
| Directorate | ICS and CCGs Communications and Engagement |
| Pay Band | 6 |
| Accountable to | Head of Insights and Engagement |
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| **CCGs and ICS Organisations Summary:**  The CCGs in Nottingham and Nottinghamshire are integrating the workforce to work jointly across six Clinical Commissioning Groups (CCGs) – Mansfield and Ashfield, Newark and Sherwood, Nottingham City, Nottingham North and East, Nottingham West and Rushcliffe in anticipation of a formal merger in April 2020. Working together in this way allows the organisations to work more effectively and efficiently by streamlining processes, avoiding duplication and delivering consistency of quality across a larger area. The CCGs collectively cover the area of Nottingham and Nottinghamshire. There is a single Accountable Officer and Executive Team.  In addition to this, NHS and Local Authority bodies are working together in an Integrated Care System (ICS) across the same geographic footprint – seeking to join up health and care and integrate the delivery of better outcomes for patients and service users. The ICS and CCG Communications and Engagement team serves the Communications and Engagement needs of both the CCG and the ICS, acting as an exemplar of joint working and streamlined delivery. The Director of Communications and Engagement reports into both the CCG AO and the ICS Executive Lead.  Staff working within the ICS and CCG Communications and Engagement team are expected to have strong links with CCG colleagues and ICS partner teams across the entire county. All individuals will have an identified base, but travel and cross-working between the CCG and ICS partners is expected for all roles.  **Job Summary**  The post holder will support the Head of Engagement and their team to coordinate the delivery of patient and public engagement on behalf of the CCGs and the ICS. The role involves supporting the Engagement Manager through the delivery of patient and public engagement in the Greater Nottingham area. This includes:   * Supporting the coordination and delivery of engagement activities in line with CCG and ICS priorities. * Advising colleagues across the organisation on appropriate approaches to patient and public involvement. * Working closely with the patient and public involvement leads across health, Local Authorities and the voluntary sector to provide an integrated and co-ordinated approach to patient and public involvement. * Supporting the work of the CCGs’ patient committees, with a focus on Greater Nottingham. * Supporting the work of the ICS Partnership Forum. * Supporting the coordination and delivery of engagement activity aligned to CCG and ICS priorities, with a particular focus on the Greater Nottingham area. * Develops and maintains relationships with patient and community groups and networks to enable high quality patient and public engagement activity to be delivered, with a particular focus on the Greater Nottingham area. * Works in a politically sensitive manner across the complex health and social care geography of Greater Nottingham, managing relationships across health, social care and the voluntary sector. This includes managing the competing and sometimes ambiguous priorities that exist across the Greater Nottingham system. * The post holder has a particular focus on patient and public involvement in the Greater Nottingham area, but also works across the breadth of the CCG and ICS geography. * Dependent on the skills and experience of the post-holder, undertake Relationship Management activities with allocated internal customers across the CCG and the ICS to ensure that their requirements for Communications are reflected in the team’s workload   **Skills**     * Involves working with volunteers and patient and community representatives. * Manages difficult conversations with external stakeholders and is required to use persuasion and negation skills to achieve a desired outcome. * Maintains relationships with patient and community representatives, community networks and groups outside of the organisation. * Identifies opportunities for maximising public participation, particularly with seldom heard groups. * Supports the production of reports for presentation to a wide range of audiences, presenting complex information in ways that are easy to understand. * The delivery of engagement activities will occasionally involve unsociable hours and travel to venues across the Nottinghamshire area. * Analyses and interprets complex information drawn from a wide range of sources including surveys, feedback, focus groups and events. The post holder draws conclusions from a wide range of information sources, making recommendations from a range of options * Advanced skills in word processing, developing presentations and working with databases and spreadsheets. * Light physical effort required for setting up and supporting events.   **Responsibilities**   * To provide advice and guidance to staff across the CCGs and the ICS on appropriate patient and public involvement activities. * To support the coordination and delivery of a programme of engagement activity aligned to CCG and ICS priorities. * To support coordination of the CCG’s patient committees with a focus on the Greater Nottingham area. * To support coordination of the ICS Partnership Forum. * Liaise with colleagues across health, Local Authorities and the voluntary and community sector to support the alignment of engagement activity across the health and care system. * To support the coordination and delivery of specific programmes of engagement work aligned to CCG and ICS priorities. * Proactively build relationships with, and seek participation from, communities (including seldom heard groups) who experience the greatest health inequalities and poorest health outcomes, employing a wide range of techniques to engage and involve them. * Ensure effective stakeholder management, including maintaining relationships with key stakeholders and attendance at stakeholder/partner meetings. * Support the production of progress reports and briefings for presentation at Board meetings. * Attend relevant engagement forums and networks to develop strong and productive relationships with Engagement Leads in other NHS organisations and with wider stakeholders/partner organisations. * Utilise a range of systems and processes to support the coordination and delivery of engagement. * Deputise for the Engagement Manager and Head of Engagement, as appropriate. * Undertake such other duties as may be reasonably required from time to time as are consistent with the responsibility and scale of the post. * Line Management of the Band 5 Engagement Officer. * Stays abreast of best practice in engagement and consultation and takes responsibility for own research and development in this area * Coordinates reimbursement of out-of-pocket expenses for patients and acts as delegated signatory for payments. * Responsible for use of IT equipment.   .  **Freedom to act**  The post holder supports the coordination and delivery of engagement activity and acts with a reasonable level of autonomy in carrying out these duties. The post holder plans and organises their own workload, balancing longer-term projects and regular reporting with ad hoc requests and urgent priorities. The role involves supporting specific projects independently, with guidance provided by the Head of Engagement and Engagement Manager as required.  **Effort and Environmental factors**  The role requires a high level of concentration for some analytical tasks. The operational delivery of engagement can involve difficult conversations with stakeholders, volunteers and patient and community representatives.  The delivery of engagement activities will occasionally involve unsociable hours and travel to venues across the Nottinghamshire area. |

Person Specification

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| Skills and Capabilities |
| Clear communicator with the ability to produce clear and concise written information to contribute to reports, presentations and briefings |
| Demonstrated capability to act upon incomplete information, using experience to make inferences and make decisions |
| Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly |
| Ability to analyse and interpret complex information from a wide range of sources, drawing conclusions and making recommendations from a range of options. |
| Ability to analyse findings from engagement activities including surveys, focus groups, events and feedback, drawing together conclusions from different data sources and making recommendations from a range of options |
| Excellent organisation and prioritisation skills |
| Excellent facilitation skills, including the ability to deliver engagement activities |
| Excellent written and verbal communication skills, particularly the ability to use language appropriate to the audience |
| Advanced skills in word processing, developing presentations and working with databases and spreadsheets. |
| Knowledge |
| Good understanding of the principles of effective patient and public engagement and their practical application |
| Understanding of a wide range of engagement approaches, tools and techniques and their practical application |
| Awareness of current trends in patient and public involvement |
| Understanding of the Equality Act 2010 and how this relates to patient and public involvement |
| Experience |
| Experience in coordinating and delivering patient and public involvement activities, including the management of volunteer/community/patient groups |
| Experience of maintaining relationships with voluntary and community sector organisations, Local Authority and health partners and community and patient groups |
| Experience using relevant processes and systems to support the delivery of engagement |
| Experience of delivering engagement, including experience using a wide range of engagement tools, techniques and approaches |
| Experience of line management of others |
| Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales |
| Experience of working with multiple, competing priorities |
| Experience developing policies and procedures within own area of expertise |
| Qualifications |
| Evidence of continued professional development |
| Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area |

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| **Miscellaneous**   1. This is not an exhaustive list of duties; staff are therefore required to undertake any other duties commensurate with the grade and in line with the requirement of this post. 2. Confidential information may be accessed at times and all staff must ensure that the highest level of confidentiality is maintained at all times. 3. All staff must comply with the Staff Code of Conduct. Senior Managers must also comply with the NHS Code of Conduct for Managers, based on the Nolan principles of public accountability. 4. Membership of a professional body in order to practice (e.g. NMC registration for nursing staff) is a requirement of some roles, for those staff it is a condition precedent of employment to maintain membership of such a professional body. Individuals are also responsible for complying with the relevant professional body’s code of practice. 5. This job description may be subject to change. |