

## Person Specification-Healthwatch BNSSG Engagement Officer

The culture at TCF is one of flexibility, friendliness and understanding towards stakeholders and each other, with a focus on achieving outcomes, amplifying voices and tackling inequality.

| Experience                                                                                                                                                                                                  |           |
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| At least two years' experience of working in or with the health and social care voluntary sector                                                                                                            | Essential |
| Experience of community outreach work                                                                                                                                                                       | Essential |
| Negotiating and working in partnership with statutory agencies and in a multi-agency setting                                                                                                                | Essential |
| Experience of planning, organising, publicising and facilitating meetings, conferences and workshops                                                                                                        | Essential |
| Experience of producing reports, newsletters, e-bulletins and briefing papers.                                                                                                                              | Essential |
| Working in an empowering and empathetic way with people who need support, such as with people with learning impairments and children and young people                                                       | Essential |
| Experience in carrying out community focused research projects                                                                                                                                              | Desirable |
| Skills and Knowledge                                                                                                                                                                                        |           |
| Excellent IT skills to support a wide range of office-based tasks including word processing, production of publicity and training materials, email, internet and social media, database entry and retrieval | Essential |
| A high level of organisational, planning and prioritisation                                                                                                                                                 | Essential |
| Excellent listening skills, verbal and written communication skills, including sourcing, writing, producing and designing written and electronic material                                                   | Essential |
| Ability to represent the organisation on a local, sub regional or regional basis                                                                                                                            | Essential |
| Building and sustaining strong working relationships with volunteers, clients, referral agencies and other organisations                                                                                    | Essential |
| Working as part of a team and independently within service boundaries and ensuring that volunteers do this as well.                                                                                         | Essential |
| Understanding and experience of the support needs of an individual involved in consultation and feedback mechanisms                                                                                         | Essential |
| Educated to a degree level                                                                                                                                                                                  | Desirable |
| Trained in community development, addressing health inequalities or community outreach                                                                                                                      | Desirable |
| Personal Qualities                                                                                                                                                                                          |           |
| A drive to challenge health inequalities                                                                                                                                                                    | Essential |
| Ability to work in an empathetic and supportive way with people that inspires and motivates people                                                                                                          | Essential |
| A solution focussed approach                                                                                                                                                                                | Essential |
| Commitment to equality and diversity and to providing accessible communications and opportunities to engage Self-organiser                                                                                  | Essential |
| Access to a vehicle / transport and or ability to travel regionally                                                                                                                                         | Essential |