**PERSON SPECIFICATION**



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| **Post Title: Engagement and Project Officer** |
| **Essential** | **Desirable** | **Assess****by** |
| **Knowledge**  |
| * Good understanding of current health and social care issues and services
* An understanding of equality and diversity issues as they apply to health and social care services and to participation more generally
* Experience of creating and implementing engagement strategies/plans with a variety of groups i.e. service-users, carers, families, the wider public
* Understanding of good practice in engagement and a range of participatory approaches and methods to gather feedback from groups and individuals
 | * A broad understanding of the importance of information, advice and advocacy in enabling people to:
	+ get the best from health and care services they may require
	+ enjoy independence and quality of life
* A working knowledge and understanding of the following in Liverpool:
* information, advice and advocacy services
* A knowledge and understanding of safeguarding procedures
 | A, I & CS |
| **Experience** |
| 1. Proven ability to engage with children and young people
2. Proven ability to engage with all sections of the community, including people who might need additional support to participate
3. Working in partnership with a wide range of stakeholders including service users, carers, patients, diverse community groups and community/voluntary organisations and other stakeholders.
4. Gathering and learning from people’s experience including:
	* Developing questionnaires
	* Collecting information through interviews or focus groups or other methods
	* Analysing information
	* Drawing conclusions/recommendations
	* Producing well evidenced reports
5. Demonstrate the ability to deal with highly confidential / contentious information in a discreet and appropriate manner
 | * Successfully leading projects from development through to completion
* Experience of undertaking service evaluation and research
 | A, I & CS  |
| **Skills and competencies** |
| **We are looking for someone who has good organisational skills**These include: * Being able to determine priorities, manage time effectively and work to competing deadlines
* The ability to read, understand and digest large volumes of information, identifying areas of strategic importance and where Healthwatch Liverpool needs to gather and share public experiences

**We are looking for someone who has excellent communication skills**These include:* The ability to tailor verbal communication to the particular audience, including professionals from different sectors, members of the public including children and young people
* Having a high standard of written English to communicate in an accessible and professional manner
* Ability to obtain the experiences of people through interesting and engaging sessions, to identify issues of concern, and to record feedback accurately
* Ability to produce engaging and informed reports
* Ability to understand complex information and to present it in a logical way, leading to informed recommendations

**We are looking for someone who is competent in using IT** This includes:* Familiarity with using a variety of programmes, including Word, Excel, Access and zoom
* A range of social media platforms (face book, twitter, Instagram)
* Using programmes efficiently to input and analyse feedback data
* The ability to learn how to use Healthwatch Liverpool specific data and IT systems
* Ability to use the Live Well directory and well being Liverpool website and other reliable sources of information online
 |  | A, I & CSA, I & CS |
| **Personal Attributes** |
| 1. Is a good listener, with a supportive and patient manner
2. Has the ability to deal with members of the public who may be experiencing stressful situations
3. Has sensitivity, insight and an understanding of the different needs and wishes of individuals
4. Enjoys communicating with people and learning from the interaction
5. Has the capacity to use initiative independently, whilst being able to work as part of a team
6. Has a willingness to work flexibly in a wide-ranging service and to travel so that outreach and engagement work can take place at times and places appropriate to local communities
7. Has enthusiasm for community engagement and the ability to motivate and enthuse others
 |  | A, I & CS |
| **Other** |
| We are looking for someone who can demonstrate an understanding of, and a commitment to, the principles of equality and inclusion that inform the work of Liverpool Advocacy Rights Information Development and Equality (LARIDAE)This involves having:1. A firm belief in the equal rights and dignity of all human beings
2. An understanding of the barriers and discrimination often experienced by members of our communities which can devalue and exclude them
3. A commitment to a person-centred approach and involvement of people who use services in all aspects of health and care services.
 | 1. Have an appreciation of the difficulties that the public may face in accessing and using services
 | A, I & CS |
| **Availability**  |
| * Willingness to work flexibly and to travel so that outreach work can take place at times and places appropriate to local communities
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Key to assessment methods; (A) Application form (I) Interview (CS) Case Study.

References will be used to help confirm suitability for the post.