

Middlesbrough Voluntary Development Agency is recruiting to the following post to support improvements across health and social care services as part of Healthwatch South Tees.

Strategic Development and Communications Officer

NJC points 25-28, salary £23,111-£25,463 + up to 6% employer pension contribution

This post will be responsible for capturing insights and intelligence from the perspective of local people and communities; undertake policy analysis and research also develop and maintain a range of relationships with all stakeholders to drive forward improvements in the planning, delivery and evaluation of health and social care services.

The post holder will also be responsible for the co-ordination of communications across the service and work collaboratively within the team to deliver on the Healthwatch statutory functions. Day-to-day activities will span both strategic and operational matters with a requirement to work under pressure, prioritise and meet deadlines, whilst ensuring a strong focus on outcomes and impact.

An application pack is available from www.mvda.info/jobs or by contacting 01642 249300.

Deadline for the receipt of applications is **12 noon on Thursday 9 August** (extended deadline)

MVDA is committed to promoting equal opportunities and welcomes applications from all sections of the community.

11 July 2018

Dear Applicant

Strategic Development and Communications Officer

Thank you for your interest in the post of Strategic Development and Communications Officer at MVDA.

Please find enclosed the following:

- Job description
- Person specifications
- Background information (including details of salaries)
- Principal terms and conditions of employment
- Standard application form
- Equal opportunities monitoring form
- Privacy statement

The deadline for receipt of applications for the post is **12 noon on Thursday 9 August (extended deadline)**. Applications that arrive after this time will not be considered. Application can be made by post or e-mail to MVDA's offices. An electronic copy of the application pack can be downloaded from www.mvda.info

The equal opportunities monitoring form is confidential and is processed separately from the application form. It would help us if you could supply the information, but failure to do so will not affect your application.

The nature of the post has been assessed as requiring clearance through a DBS check.

The date scheduled for interviews for the post is indicated in the background information. We regret that we are unable either to acknowledge receipt of applications or to notify candidates who are not shortlisted for interview. If you have not heard anything by a week before the interview date, please assume that your application has not been successful.

Shortlisting will be undertaken against the criteria indicated on the **Person Specification**. To give yourself the best chance of an interview, you should describe clearly on the application form how you meet each of the criteria.

Please note that we will only consider applications on the standard form: **we do not accept CVs**. This is to ensure that we have comparable information for all candidates. To further ensure a fair process, the front sheet of the form will be detached and stored separately, so the shortlisting panel will not have access to this information.

Yours faithfully

A handwritten signature in black ink, appearing to read 'M. Davis'.

Mark Davis
Chief Executive

JOB TITLE:	Strategic Development and Communications Officer
RESPONSIBLE TO:	Healthwatch South Tees Development and Delivery Manager
RESPONSIBLE FOR:	To be determined – this post will have management responsibility for at least one support post and volunteers.
JOB PURPOSE:	To contribute to improvements across health and social care services by capturing insights and intelligence, undertaking development activity, facilitating, collaboratively working and through co-ordination of communications activities.
LAST REVIEWED:	July 2018

MAIN DUTIES

1.0 Healthwatch South Tees development and delivery

- 1.1 Develop and implement mechanisms to capture insights and intelligence to inform the Healthwatch South Tees (HWST) work plan.
- 1.2 Write reports covering the full range of HWST functions, co-ordinating contributions from others and ensuring these are disseminated widely.
- 1.3 Undertake regular analysis of local, regional and national trends relevant to the work of HWST, providing information to support decision-making as appropriate, with a particular emphasis on collaborative approaches.
- 1.4 Lead HWST communications activity, working with other colleagues internally and externally as appropriate.
- 1.5 Promote HWST through a range of mechanisms including regular presentations.
- 1.6 Support the ongoing development of the HWST Volunteer Strategy, maximising opportunities for engagement, reach and impact.
- 1.7 Contribute to effective governance arrangements of HWST, through the provision of support to the Partnership Board, Leadership and Delivery Group and any task and finish groups
- 1.8 Develop and maintain a range of strategic relationships across the South Tees area.
- 1.9 Contribute to the design, development, delivery and evaluation of training activities.
- 1.10 Participate in and/or lead a range of networks, forums and partnerships to further the objectives of local Healthwatch, amplifying the voice of local people.

- 1.11 Using community insights and other data, information and intelligence to initiate opportunities to explore issues and opportunities further.

2.0 Healthwatch statutory functions

- 2.1 Contribute to the development and implementation of Enter and View arrangements ensuring that they are effective and credible, using learning to inform recommendations for improvement.
- 2.2 Be part of the Healthwatch team to provide information and signposting to the public about health and social care services.
- 2.3 Provide signposting and information support for people wishing to make complaints.
- 2.4 Support the work of local Healthwatch in contributing to local commissioning activities.
- 2.5 Ensure the work of local Healthwatch is credible in representing the views of local people and amplifying their voice.

3.0 General

- 3.1 Participate and fully contribute to MVDA's mission statement, effectively working with colleagues.
- 3.2 Undertake training in line with organisational requirements and development plans agreed with your line manager.
- 3.3 Take responsibility for meeting all relevant targets and deadlines.
- 3.4 Participate fully as a member of the staff team, attending meetings, sharing information and providing support in the event of staff absence or sickness.
- 3.5 Produce information as required for publications and other communications channels including newsletter, ebulletin social media and website.
- 3.6 Contribute to organisational planning and policy at MVDA.
- 3.7 Be responsible for own administration.
- 3.8 Carry out all work with reference to MVDA and Healthwatch South Tees policies, procedures and values.
- 3.9 Contribute to the maintenance of a working environment in which diversity is respected and equality of opportunity is promoted.
- 3.10 Undertake other duties as required by your line manager.

NB. MVDA job descriptions are reviewed annually.

Strategic Development and Communications Officer

SELECTION CRITERIA

TESTED BY

Experience

- 1. At least three years experience in a role relevant to this post.

Application

Knowledge and understanding

- 2. A good understanding of local Healthwatch functions and its unique role in improving health and social care services for local people.
- 3. Well developed understanding of health and social care structures and policy.
- 4. Understanding of the barriers faced by local people in accessing health and social care support.
- 5. Sound understanding of record keeping, evidencing work and outcomes monitoring.
- 6. Working knowledge of key policies and procedures, including: confidentiality, data protection, health and safety, and safeguarding.

Application/interview /presentation

Application/interview /presentation

Application/interview /presentation

Application/interview

Application/interview

Skills and abilities

- 7. Excellent written and verbal communication.
- 8. Ability to recognise discrimination and to apply equal opportunities policy effectively.
- 9. Ability to organise and manage meetings and events.

Application/interview /presentation

Application/interview /presentation

Application/interview

Cont'd over

10. Good basic IT skills, including proficiency in word processing and use of internet/e-mail and the aptitude to learn to use new devices and software.	Application
11. Excellent organisational skills, with the ability to work under pressure, prioritise and meet deadlines.	Application/interview
12. Good interpersonal skills, demonstrating the ability to assess and support the needs of individuals.	Application/interview
13. Ability to establish and maintain a wide range of professional relationships.	Application/interview
Attitudes and other requirements	
14. Ability to work flexibly, including some evening and weekend working.	Application/interview
15. Commitment to working in line with MVDA's and Healthwatch values	Application/interview
16. Positive approach to ensuring the inclusion of marginalised communities.	Application/interview

July 2018

Strategic Development and Communications Officer (Healthwatch South Tees)

1. About MVDA

1.1 Our mission

MVDA exists to support an effective, enterprising and inclusive voluntary and community sector that makes a difference to the lives of Middlesbrough people and to their communities.

1.2 Our services

- Practical support for voluntary and community organisations (VCOs) includes help around set up, governance, funding and sustainability. We provide training, information and resources, including a quarterly newsletter and regular ebulletin.
- Middlesbrough Volunteer Centre promotes volunteering, matches potential volunteers with appropriate volunteering opportunities in the community and promotes good practice in volunteer management. We hold Volunteer Centre Quality Accreditation.
- We promote and support voluntary and community sector (VCS) influence in local planning activity, representing VCS interests at partnership meetings, and bringing VCOs together at a range of themed forums and events.
- We work to enable young people and communities more generally to influence the design and delivery of services intended to meet their needs.
- We are supporting local people to access services provided by VCOs through our Community Connect Service.
- Supporting improvements across health and social care through Healthwatch South Tees.
- We also run projects to fill gaps in services and support the development of new initiatives.

1.3 Our values

Delivery of our mission is underpinned by a commitment to:

- social justice and prioritising work with the most economically, politically and socially disadvantaged communities
- the belief that strong communities are characterised by diversity and inclusion

- promoting awareness of the rights and needs of different groups of people on the basis that choice and opportunity should not be limited by age, belief, class, disability, gender identity, race, sex or sexual orientation
- collaborative and co-operative approaches to meeting the needs of Middlesbrough people
- the importance of independent challenge in formulating effective policy and planning and upholding the rights of people experiencing disadvantage and discrimination
- good stewardship of MVDA's resources and honesty and openness in our dealings with others.

1.4 Our strategy

We have identified four areas in which we expect to have an impact:

- i. Middlesbrough VCOs are in a stronger position to meet the needs of local people
- ii. Public policy and services better reflect community needs
- iii. More local people from all backgrounds are engaged in their communities
- iv. MVDA has the resources and capacity it needs to deliver on its strategic plan.

Each of our impact areas are supported by a number of outcomes, which provide the focus of our delivery work. See our strategic plan (on our website) for further details.

2. About Healthwatch South Tees

There is a local Healthwatch in every area of England with the purpose of being the independent champion for people using local health and social care services.

We listen to what people like about services and what could be improved and share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services locally.

Healthwatch is here to:

- Help people find out about local health and social care services.
- Listen to what people think of services.
- Help improve the quality of services by letting those running services and the government know what people want from care.

Our vision is to be a strong, independent and trusted voice for local people.

Since April 2017, Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland have been working together as Healthwatch South Tees. MVDA is working in partnership with RCVDA to deliver local Healthwatch arrangements. The move to a South Tees model of service delivery reflects the aspirations across the health and social care system to integrate the planning and delivery of services. A decision has recently been taken to establish a single Health and Wellbeing Board for the South Tees as a joint committee of both Middlesbrough and Redcar and Cleveland Councils. Local Healthwatch has a statutory place on the Board.

We have recently established the new Healthwatch South Tees Partnership Board, bringing together a diverse group of people to shape and oversee our work going forward. Membership of the Partnership Board followed an open recruitment and will benefit from the skills, expertise and enthusiasm of a group of people with significant experience of working across health and social care, the community or through their own experience. Our Leadership and Delivery Group is part of the governance arrangements of local Healthwatch and is made up of four members of the Partnership Board (including MVDA and RCVDA) together with the Development and Delivery Manager.

We have just published our annual report for 2017/18, which is available on both our websites where you will find more information about our work:

www.healthwatchmiddlesbrough.co.uk or
www.healthwatchredcarandcleveland.co.uk

In addition, you might find it useful to visit www.healthwatch.co.uk for information published by Healthwatch England.

3. The post of Strategic Development and Communications Officer

A review of the Healthwatch South Tees has recently been carried out and as a result this new post of Strategic Development and Communications Officer has been created to lead our work around community insights and intelligence, strategic development and partnership working and co-ordination of communications activity.

The Strategic Development and Communications Officer will join the Development and Delivery Manager who has overall responsibility for local Healthwatch arrangements and the Community Development

and Engagement Officer together with support staff. Collectively, the team are responsible for ensuring that the statutory functions of Healthwatch are carried out as well as delivering on the agreed local priorities.

You will be employed by MVDA and will have the opportunity to work collaboratively with RCVDA – our sister organisation in Redcar & Cleveland. You will be expected to work across the South Tees, including at our offices in central Middlesbrough, RCVDA offices in Redcar and a range of community venues. You will have the tools to work remotely, including a laptop with a softphone and mobile phone.

The post holder will benefit from regular support and supervision, with opportunities for personal and professional development. You will be able to draw on the specialist expertise of our Communications Consultation and the Communications and Campaigns Officer (both core roles at MVDA working across our full programme of work). You will benefit from being part of a team that is varied and committed to making a difference to the lives of local people and supporting stronger communities.

Salary

The grade of this post is NJC points 25-28 (currently £23,111 - £25,463) + up to 6% employer pension contribution, which is matched to the employee contribution and subject to any statutory minimum requirements as defined by law.

Funding

We currently have a service contract for Healthwatch South Tees to 31 March 2019, though we expect this to be extended for a further 12 months. Continued employment at MVDA will be subject to the available funds and future contractual decisions.

Disclosure and Barring Service check (DBS)

The post will be subject to clearance through a DBS check for the purposes of Enter and View activities.

Interviews

We expect interviews to take place on Wednesday 1 August.

To apply

The closing date for completed application forms is **12 noon on Thursday 9 August (extended deadline)**. It will not be possible to consider applications that arrive after this time.

Further information

If after reading the recruitment material, you would like to know more, contact Natasha Judge, Healthwatch South Tees Development and Delivery Manager on 01642 955606 or 07943 638715 on or after Tuesday 17 July.

July 2018

Principal terms and conditions of employment

Salary	<p>See background information to the post.</p> <p>Payment is monthly, in arrears, by bank credit transfer.</p> <p>Progression up the scale is by annual increment, payable on the 1st April, subject to the successful completion of six months in post and the availability of funding.</p>
Holidays	<p>28 days per year, rising to 29 after one year and 30 after two years, plus bank holidays.</p> <p>Holiday entitlement for part-time employees is pro rata.</p>
Hours	<p>Full-time hours are 35 per week (excluding lunch breaks). Actual hours worked are flexible, according to the requirements of the post. Some evening and weekend work is required, as indicated in details of particular posts.</p>
Probationary period	<p>All posts are subject to satisfactory completion of a 6 month probationary period, which may be extended by mutual agreement where appropriate.</p>
Location	<p>MVDA's offices are in central Middlesbrough.</p>
Pension	<p>Employees may join the Pensions Trust. MVDA will pay up to 6% employers contribution and will match the employee's contribution up to the maximum of 6%.</p>
Length of contract	<p>Continued employment in all posts at MVDA is subject to the availability of funding.</p>
Other benefits	<p>MVDA is a member of the national Ride2Work scheme, which enables tax-free loans for the purchase of cycles for employees wishing to travel to work by bike.</p>

Middlesbrough Voluntary Development Agency

EQUAL OPPORTUNITIES MONITORING FORM

MVDA is committed to a policy of Equal Opportunities both in provision of services and as an employer. This means that no applicant or existing employee will receive less favourable treatment on account of her/his age, disability, sex, race or sexual orientation.

Please tick or highlight the appropriate boxes:

Sex		Do you consider yourself disabled		Age			
Male		Yes		16-24		45-54	
Female		No		25-34		Over 55	
				35-44			

Sexuality		Please tell us where you are resident	
Bi-sexual		Middlesbrough	
Gay		Elsewhere in Tees Valley	
Heterosexual		Other, please specify	
Lesbian			

(A) Asian or Asian British		(B) Black or Black British	
Indian		Caribbean	
Pakistani		African	
Bangladeshi		Any other Black background, please specify:	
Any other Asian background please specify:			

(C) Chinese or other ethnic group		(D) Mixed	
Chinese		White and Black Caribbean	
Any other, please specify:		White and Black African	
		White and Asian	
		Any other, please specify:	

(E) White		
British	Irish	Any other White background, please specify:

We wish to give you the following assurances:

1. This monitoring information will be filed separately from the application form. It will be regarded as confidential and used only for statistics.
2. None of the people responsible for shortlisting, interviewing and selection will have sight of this information at any stage.
3. If you choose not to complete this form it will not adversely affect your application for employment.

Please help us by completing the form and returning it with your application.

Privacy statement

Middlesbrough Voluntary Development Agency (MVDA) collects, processes and stores data which relates to its staff (current and former) as well as individuals applying for employment at MVDA. This often includes some types of personal data which are classed as "sensitive personal data". This data may relate to issues such as age, gender identity, racial or ethnic origin, political opinions, religious beliefs or other beliefs of a similar nature, trade union membership, physical or mental health or condition, sexual life and any alleged offences and/or criminal convictions. Some of this information is collected at the recruitment stage, separated and anonymised.

"Data Subjects" i.e. staff and individuals applying for employment at MVDA, will be asked to provide/confirm their personal and/or sensitive personal data as required. By providing this information the Data Subject consents to MVDA collecting, processing and storing this information.

Appropriate security measures are or will be in place to ensure that all personal and sensitive personal data are held and processed confidentially. Personal data relating to staff and potential staff are processed (both manually and electronically) for various administrative, management and health and safety reasons, including but not limited to:

- Provision of payroll and pension administration.
- Occupational health.
- Personnel records including performance and absence reporting including medical information (where appropriate).
- Diversity monitoring.

MVDA handles personal data in compliance with the Data Protection Act 2018 and General Data Protection Regulation and recognises the importance of correct and lawful processing. MVDA is registered with the Information Commissioner's Office (ICO).

The personal data you provide will only be used for official MVDA business. In some cases it may be necessary to transfer your personal data outside the UK; if this occurs MVDA will ensure that adequate safeguards are in place.

MVDA discloses staff information to a variety of third parties; these include but are not limited to:

- Employees of MVDA (on a 'need-to-know' basis in relation to job function).

- MVDA Directors (on a 'need-to-know' basis in relation to their function as Trustees of the charity).
- Agents of MVDA e.g. pensions administrator.
- Relevant UK government departments, e.g. HM Revenue and Customs.
- Law enforcement agencies.
- Relevant authorities dealing with emergency situations at MVDA.
- Any other authorised third party to whom MVDA has a legal/contractual obligation to share data with.

Disclosure of certain personal data may also be made to other entities not listed above. This will only ever be done in accordance with the Act. Your consent will be sought where necessary.

MVDA will retain your personal data as long as necessary for the purposes described above. After termination of your employment MVDA may still be required to hold your personal data for a period of time to satisfy statutory and legal obligations or for administrative purposes.

Unsuccessful candidates' data will be held for a minimum of six months following the date of the interview.

Your Rights under the Data Protection Act 2018

As a 'Data Subject' you have a number of rights under the Act. This includes the right to:

- Access the personal data MVDA holds about you.
- Have inaccurate data corrected.
- Prevent the processing of information which may cause you harm or distress.
- Prevent unsolicited marketing.
- Prevent automated decision-making.

For more information on your rights please visit the Information Commissioner's website: <https://ico.org.uk/>

Right to Access Personal Data

As a Data Subject you have a right to request a copy of the information MVDA holds about you. This is known as a 'Subject Access Request' (SAR). SARs should be made in writing, if possible, to the Chief Executive, MVDA, St

Mary's Centre, 82-90 Corporation Road, Middlesbrough, TS1 2RW. There is usually no charge for this information. However, MVDA reserves the right to charge in accordance with the Act a reasonable fee to cover administration costs where the request is manifestly unfounded or excessive, particularly if it is repetitive.