




JOB DESCRIPTION


Job Title:	Children & Young People Engagement Lead
Team:	Healthwatch West Sussex
Accountable to:	Healthwatch Manager and Director of Partnerships
Reporting to:	Healthwatch West Sussex Deputy Manager
Location:	West Sussex with home working
Based:	Working from home (based in West Sussex) including working in the community across West Sussex County
Contract:	Permanent
Salary:	<p>This role is on a salary scale of £27,218 to £30,187 per annum for working full-time 37 hours per week, where incremental points are awarded annually upon length of service.</p> <p>This is pro-rata £15,448 to £17,133 per annum for working part-time 21 hours per week.</p>
Hours:	Part-time 21 hours per week to be worked flexibly as agreed including occasional evenings and weekends

Help & Care's values are:

 **Social justice** sits at the heart of all our work and we will use it to challenge, advocate and influence policies and practices.

 **Innovative** approaches to our work means we break new ground, delivering enterprising solutions, always with social, financial and environmental impact at the forefront

 **Personal** – we believe that every individual deserves to be treated with respect and compassion with their own personal needs at the centre and supported with tenacity and creativity

 Working in **collaboration** with other organisations, including the public, private and voluntary sectors, enhances our work at all levels

Healthwatch West Sussex

Healthwatch West Sussex is an **independent** organisation that exists to listen to the voice of local people and make health and care services operate more efficiently in West Sussex.

Our priorities and work are led by our connections to local people, with a sole focus of understanding the needs, experiences and concerns of people of all ages who use health and social care services. We champion the public voice and speak out on the public's behalf, whilst working collaboratively with local providers and organisations.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

Scope and objective of the role

Building on previous work with young people across West Sussex and influenced by what we have heard from young people, we would like to recruit a dedicated team member to support our youth engagement and youth voice activities.

This role will link directly into a new strategic role commissioned by the Sussex Integrated Care System to ensure that the views, experiences and voices of young people, across Sussex, feed into our local health and care system at the highest level.

The key aims of this local role is to:

- increase the number of young people (14-25 years old) in West Sussex who have a level of awareness of Healthwatch.
- engage with a wider range of people with a focus on groups and communities whose voices are traditionally unheard.
- increase the number of people accessing the Healthwatch West Sussex helpdesk for information, signposting and advice.
- demonstrate the positive value of work carried out by Healthwatch West Sussex through communicating change and impact.
- work collaboratively with local Healthwatch Teams, NHS Trusts, Voluntary organisations, as well as West Sussex County Council to progress Healthwatch and Team priorities.

The Children & Young People (CYP) Engagement Lead will use their experience, knowledge and skills to engage with young people and their families to help us understand what is working well for them, and what isn't.

Why do this?

Healthwatch received insight to indicate that younger people are struggling to receive mental health support in West Sussex. For example, it has been reported that younger people are increasingly using A&E services for mental health support. This has caused an issue for Hospitals, as well as a need to work reactively to growing numbers.

We have been involved in system wide workstreams such as the 'Foundations for Our Future work' and the 'Start Well/ Thrive' activities and would like to achieve more robust insight around issues experienced by young people, by reaching out more effectively to younger adults. Through this, we also aim to raise awareness of Healthwatch and support younger adults in becoming more informed consumers and co-producers of health services and information. This in turn will help equip younger people with the information and tools to navigate the complex health and care service landscape.

Main Responsibilities and Activities

Work with the team, to identify opportunities and ways of engaging with young people (from aged 14-25 years) through:

- Community-based activities designed to promote awareness of Healthwatch and encourage individuals to share their views and experiences (good or bad).
- Work with Sussex College Group to gain access to feedback and solutions, with ideas including:
 - Connecting with health and social care (16-18 years old) students and potentially recruit young volunteers/youth network participants.
 - Working with College leads to identify ways of supporting staff across the group (of which there are about 4,000) to be aware of our advice and information service.
 - Connecting with Student Union Leads and exploring how we can work in partnership to raise awareness and collect insight.
- Communication activities that support people to understand how we can champion local voices to be heard and how this makes a difference (supporting Communications Lead in their work and co-designing our Youth Instagram with young people)
- Promoting a relationship with Healthwatch to sustain their support. Either through a commitment to maintaining communication links with them and their community, or through a formal volunteering role.
- Identify, plan, organise, coordinate and participate in a number of events throughout West Sussex, as determined by the project plan and linking to the Strategic Sussex-wide youth engagement activities, which will be developed in conjunction with the role holder and the team.
- Actively seek out innovative ways to capture and support young people to express their views and share their experiences. For example, by working with youth groups and colleges.
- Work with the communications lead to support the delivery of strong/vibrant social media and web-based communication to promote Healthwatch and to encourage people to get involved, as well as partnering with young people to design and co-deliver social media content.
- Gather data on each event or Group for the purpose of reporting and performance management.

- Capture and accurately record views and experiences and ensure these are added to our CRM system (evidence capturing system).
- Effectively and efficiently deal with correspondence, calls and record keeping.
- Fulfil other such duties in relation to local Healthwatch as may be required by the Healthwatch Service Manager, Deputy Manager, Director of Partnerships, Research & Influence, Leadership Team, Chief Executive and Trustees which are consistent with the duties and responsibilities of the post.

CONDITIONS

There will be an assessment of competence to practice during induction and 6-month probation period.

The nature of the job will require travel in the post holder's own car for which expenses will be paid as set by the Trustee Management Board. The post holder will be required to hold a current driving license and have insurance that covers business usage (with the addition of business use normally at no extra cost to insurer).

The working week is 21 hours per week (as contractually agreed), worked flexibly to allow time to engage with groups who may hold meetings in the evening or at weekends. The nature of the work also necessitates travel across West Sussex and to attend meetings combined with homeworking.

The post holder will be required to have broadband to be able to work from home.

The post is exempt from the provisions of Section 42 of the Rehabilitation of Offenders Act 1974 (Exemptions Amendments) Order 1986. Owing to the nature of the work, working with vulnerable people (both children and adults), you are advised that if offered the post for which you now make application, the offer will be subject to Help & Care being satisfied as to your suitability, following a check on any record of convictions, bindovers or cautions held by the Police.

The other conditions of service and other current procedural agreements will be enclosed with the post-holders Contract of Employment.