

Youth Engagement Officer Job Profile



<p>Who we are and why we need you</p>	<p>Healthwatch Cambridgeshire and Peterborough is the local statutory Healthwatch provider. We are the independent champion for people who use health and social care services in Cambridgeshire and Peterborough.</p> <p>Our job is to make sure that those who run local health and care services understand and act on what really matters to people. We listen to what people like about services and what could be improved. We share what people tell us with those with the power to make change happen. We encourage services to involve people in decisions that affect them. We also help people find the information they need about services in their area.</p> <p>Our youth group, 'Youthwatch' was formed in 2023 and we are looking to recruit a dedicated team member to build upon Youthwatches' previous work as we enter this exciting phase of expansion.</p> <p>The role is aligned with Healthwatch Cambridgeshire and Peterborough's new 5 year strategic plan, which seeks to promote the views, experiences and voices of young people across Cambridgeshire and Peterborough, and ensure they are fed into our local health and care system at the highest level.</p>
<p>What we need you to do for us</p>	<ul style="list-style-type: none"> • Lead our established Youthwatch online group once every 3-4 weeks, planning the agenda and meetings. • Lead and facilitate Youthwatch projects (e.g. surveys, focus groups, reports) as agreed by the Youthwatch group, coordinating and participating in the projects to ensure their success, and record their impact. • Support Youthwatch to identify, plan and organise events and projects of interest and relevance to young people, ensuring they are linked to our strategy and priorities.

	<ul style="list-style-type: none">• Engage in innovative, community-based outreach work with schools, colleges, universities, youth groups, and both statutory and voluntary youth services to:<ul style="list-style-type: none">a) promote awareness of Healthwatch,b) encourage a diverse range of young people to share their views and experiences (good or bad) of health and social care services,c) gather and collate data from each event (and each Youthwatch project) to demonstrate impact, as well as updating our database - this will require working with our Data and Impact Officer to report and present this information to the team. • Work with the Communications team 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 (including, but not limited to videos, tiktoks and podcasts).• Grow Youthwatch by recruiting a diverse range of young people from across Cambridgeshire and Peterborough.• Increase the number of young people accessing Healthwatch's information, signposting and advice services.• Liaise with other Healthwatch to learn from their experience and share ideas.• Organise in-person 'socials' periodically for Youthwatch members, to foster collaboration and friendship.• Effectively and efficiently deal with correspondence, calls and record keeping.• Attend Healthwatch Staff team meetings as necessary/required.• Report any safeguarding concerns to our CEO/Engagement Lead/Volunteer Manager, in line with Healthwatch Safeguarding policies.
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<p>Experience and skills we need you to have</p>	<p>You will have</p> <ul style="list-style-type: none"> • Experience of working with young people. • Good communication and listening skills. • Enthusiastic and personable team player. • Computer literacy enabling the effective use of the Microsoft suite of packages. • Good knowledge/experience of using social media platforms. • Good IT skills. • Be able to work in the evenings and weekends to accommodate the needs of the Youthwatch team and youth engagement. <p>Ideally, though not essential, you will also be able to demonstrate</p> <ul style="list-style-type: none"> • Evidence of continuing education and/or personal development <p>You will need to be</p> <ul style="list-style-type: none"> • Approachable • Trustworthy and confidential • Passionate and committed • Empathic, calm and patient • Respectful • Reliable • Professional • Committed to equality, diversity and inclusion
<p>Who you will be reporting to and working with</p>	<p>Join our enthusiastic and committed team – You will report to the Head of Engagement</p> <p>Working within a small organisation you have to be adaptable and flexible and happy to roll your sleeves up.</p>
<p>How we will reward you</p>	<p>1. Salary £5824.00 per annum (£14 per hour - flexible hours to suit the role)</p> <p>2. Working Hours & Location We are able to be flexible around other working arrangements.</p> <p>8 hours per week or 35 hours per month. (At least 60% of this role is working in the evenings or at the weekend to engage with young people).</p>

	<p>This is a Hybrid role working as both Home Based and in the community, as fits the needs of the service.</p> <p>3. Annual Leave, exclusive of bank holidays Pro-rata, based on a full-time equivalent of 28 days per annum rising by an additional 1 day each year to a max of 31. Three of these days are to be taken between the Christmas / New Year period.</p> <p>4. Pension Healthwatch Cambridgeshire and Peterborough offer a defined contribution, Flexible Retirement Plan with TPT, formerly The Pensions Trust.</p> <p>Healthwatch pays 8% of salary from first day of employment, staff can make voluntary contributions.</p>
<p>How to apply</p>	<p>Please complete the application form available on the website. Click 'Apply Here' button.</p> <p>Deadline date for applications: Friday 28th February 2025 Interview Dates: Friday 14th March 2025</p>