Healthwatch Oldham Manager

Job Description

Grade: Points 35-38 £31401 – 34106 (pro-rata)	**Line Manager**: Action Together CEO
Hours: 28 hours per week	**Period of contract**: Permanent
Responsible for: Healthwatch programme management, managing staff and volunteers in the Healthwatch team in Oldham.	**Main contacts:** Staff, volunteers and board members of Healthwatch Oldham; Action Together staff and Board Members; officers and Members of Oldham Council, Oldham Clinical Commissioning Group; staff of other statutory agencies; staff of health and care providers; staff of regional and national networks and agencies.

Purpose of the post:
To lead and manage Healthwatch Oldham including providing a strategic lead, managing staff, work planning and service delivery.

Specific requirements for this role

Strategic working

- To develop operational plans for Healthwatch Oldham and to contribute to the development of the overall strategic plans for Action Together.
- To identify gaps and opportunities for and Healthwatch Oldham to influence health and care policy and service delivery at local, regional and national levels.
- To develop, maintain and implement a range of strategies and plans for the effective delivery of Healthwatch activities.

Leadership and management

- To support the Chief Executive Officer of Action Together in servicing the Healthwatch Boards.
- To lead, develop and motivate staff within the Healthwatch team.
- To lead, develop and motivate volunteers (including board members) within the Healthwatch programmes.
- To manage and develop the work of Healthwatch Oldham (both delivered by team members and by volunteers), providing line management and regular supervision for staff and ensuring volunteers are appropriately managed and supported.
- To be an active member of the Action Together management team.
- To project manage individual Healthwatch initiatives and work streams. This includes monitoring project delivery where project management responsibility has been delegated to another team member.

Operational

- To develop and oversee the analysis of complex information and the production of quality written reports which are capable of presenting accessible information to a diverse audience.

- To develop and oversee a volunteer recruitment and support programme and ensure staff/volunteers are supported and appropriate training available.
- To lead on the development and planning implementation of a broad range of engagement activities to provide an effective evidence base that enables local people's experiences to inform the management and development of health and care services.
- To be responsible for ensuring that the work of the Healthwatch team is recorded, monitored and evaluated and to prepare spoken and written reports as required.

Financial

- To identify funding opportunities, develop proposals and secure funding for existing and new Healthwatch related activity.
- In conjunction with the Finance Director of Action Together, to manage the budgets for Healthwatch Oldham.

External Representation

- To represent Action Together and Healthwatch as a member of partnership boards and sub groups as appropriate and as agreed by the Chief Executive Officer.
- To represent Action Together and Healthwatch professionally at a senior level to external organisations.
- To develop and maintain strategic relationships with statutory and voluntary, community and faith sector partners and to further develop opportunities for partnership working.
- To respond to local, sub-regional, regional and national policy on behalf of Action Together and/or the Healthwatch.
- To ensure that Healthwatch Oldham is involved in appropriate sub-regional, regional and national networks.
- To manage Healthwatch communications, including the website, e-bulletins and use of local media. Specific communications activities may be delegated to relevant Healthwatch staff as appropriate.

Other duties and requirements

- To work to Action Together's values and contribute to the charitable objects of Action Together.
- To work as a member of the Action Together team, and to contribute to the development of policy and good practice within Action Together.
- To increase the membership of Action Together and promote our charitable objects.
- To direct our beneficiaries and partners to additional areas of support from within Action Together (e.g. Development, Partnerships Service and projects) and other sources.
- Where necessary, to undertake standalone projects that further the aims of Action Together and its membership.
- To keep abreast of relevant developments and/or best practice in relation to Action Together's work and the local operating environment
- To work to combat all forms of discrimination, and to ensure that the principles of equal opportunities and social justice are implemented in all work undertaken on behalf of Action Together. To promote this to other organisations we work with and to help combat discrimination, disadvantage and poverty in Oldham and Tameside.
- To carry out the above duties, and any other duties commensurate with the responsibilities of the post which may reasonably be required, in a manner which actively supports and promotes Action Together's aims and policies.
- To be responsible for own health and safety and that of colleagues, in accordance with the Health & Safety at Work Act and relevant EC Directives, including reporting any health and safety hazard immediately it becomes apparent.
- To work in accordance with the General Data Protection Regulation and to ensure all Data

Protection issues are reported to the Finance Director.