



**Person Specification - Healthwatch East Riding Community Inclusion & Wellbeing Officer**

Requirement	Essential	Desirable
1. Abilities	<ul style="list-style-type: none"> <li>• Evidence of effectively engaging and working people from a wide range of social, cultural &amp; ethnic backgrounds in a variety of settings.</li> <li>• Evidence of a creative and innovative approach to engaging with people with different needs and backgrounds.</li> <li>• Evidence of gathering community insights through networks and discussions.</li> <li>• Strong networking and relationship building skills.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Ability to work in a public environment with a minimum of supervision.</li> <li>• IT literate and numerate with the ability to produce professional documents including minutes, reports, presentations and spreadsheets, in addition be able to professionally operate online meetings via a range of platforms.</li> <li>• Evidence of demonstrating and reporting on work priorities and outcomes.</li> <li>• Self-starter who is capable of prioritising and planning a workload, whilst maintaining regular dialogue with</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with non-clinical language and terminology used within the fields of health and social care.</li> <li>• Experience of working with volunteers.</li> <li>• Ability to lead, direct and supervise individuals.</li> </ul>

	<p>wider team and manager.</p> <ul style="list-style-type: none"> <li>• A calm, professional and positive approach with a focus on customer service delivery and quality.</li> <li>• Flexible, proactive and adaptive to the demands of the role.</li> <li>• Confidence to deliver presentations or workshops to a variety of audiences.</li> </ul>	
2. Qualifications/ Knowledge/ Experience	<ul style="list-style-type: none"> <li>• Understanding and use of community engagement and participation principles and techniques, especially in relation to engaging ‘hard to reach groups’.</li> <li>• Knowledge of relevant services and agencies including Health and Social Care Services and other statutory and voluntary agencies.</li> <li>• Demonstrable experience of working with sensitive issues with diplomacy.</li> <li>• Experience of designing resources suitable for different audiences.</li> <li>• Evidence of previously working in collaboration with other key partners and agencies.</li> <li>• Experienced in the application of various social media platforms and other online engagement mechanisms.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of structures and processes in the field of health and social care.</li> <li>• Experience of making effective recommendations for policy or service.</li> </ul>
3. Personal qualities	<ul style="list-style-type: none"> <li>• Positive attitude and commitment to team working.</li> <li>• Passion for quality health and care services and understanding of the role of the public voice in achieving this.</li> <li>• Clean driving license with access to vehicle.</li> <li>• Willingness to travel around the county and to attend some regional/national meetings.</li> <li>• Flexibility to work outside normal hours occasionally and to work at other sites.</li> </ul>	

	<ul style="list-style-type: none"><li>• Enhanced DBS check will be required.</li><li>• Commitment to promoting equality and diversity and an ability to implement this ethos in a practical, non-judgemental way throughout your work.</li></ul>	
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