

Community Outreach Lead

Thank you for your interest in working at Healthwatch Sheffield. We are a small team who are working for positive change in health and care services; we are working towards our vision of Sheffield as a city where everyone has an equal chance of a healthy life.

Have a look at our most recent [annual report](#) and our [strategy](#) to see more about the work that we do.

Healthwatch Sheffield is hosted by Voluntary Action Sheffield (VAS); you will find more information about VAS as an employer further down this document.

Job title	Community Outreach Lead
Responsible to	Head of Healthwatch Sheffield
Responsible for	Healthwatch Volunteers
Grade / Salary	Grade 3 - £30,074 pa
Hours	35 / week
Contract	Fixed term until 31 March 2027
Place of work	Based at our city centre office, with visits to different communities across Sheffield. Some hours may be worked from home after the first 3 months of service.

JOB DESCRIPTION

Job purpose

To involve people and communities in shaping and improving health and social care services in Sheffield; leading activities and events which will help people to share their views and experiences around health and social care services, and their wellbeing.

The Community Outreach Lead will work alongside voluntary sector organisations, and statutory services, helping to develop a positive culture of

listening, and involving people in influencing how health and social care services are run.

The post holder will grow our connections and relationships with community groups, and lead inclusive outreach activities. Within this, they will maintain our focus on equity, spending more time with those individuals and communities where health outcomes are poorer and supporting them to be involved in a way which works for them.

Job description

The Healthwatch team is a small team of staff and volunteers – we support each other and work closely together. This role involves working alongside colleagues to lead in the following areas of our work:

- Planning and running events and activities which involve people in having a say about health and social care services – including 1-1 chats, focus groups, surveys, semi-structured interviews and using creative approaches to involve people in different ways.
- Making sure that we hear from people of all ages, including children and younger people.
- Finding and creating opportunities for groups and individuals to talk directly to people who are making decisions about how health and social care services are run.
- Identifying places that we can visit to ask people about their views and experiences of care and support, then approaching organisations by phone and email to offer a visit.
- Visiting health and social care settings (for example hospitals, care homes) to get feedback on how services are working for people.
- Working with health and social care organisations to encourage and support closer links with local communities, and working together to develop best practice on how to do inclusive, effective involvement.
- Building on existing relationships with other people and groups doing similar work (e.g. Patient Participation Groups, Advocacy Hub Peer Support groups) and establishing effective ways of working together to have impact.
- Working alongside voluntary sector and statutory organisations to plan and deliver involvement work; helping them to develop relevant skills through training and support.
- Recruiting, training and supporting outreach volunteers.

- Being a link between Healthwatch Sheffield and our [Community Partners](#).
- Representing Healthwatch Sheffield at health and social care system meetings; sharing insights from people and communities, and championing inclusive patient and public involvement.
- Contributing to the delivery of Healthwatch Sheffield communications, including website updates, social media, newsletters, and press.
- Identifying themes from the insights gathered, and sharing them through outreach reports.
- Contributing to Healthwatch Sheffield impact and activity monitoring and evaluation.

OTHER DUTIES

- To be an ambassador for and positively promote Healthwatch Sheffield and Voluntary Action Sheffield (VAS) at events and meetings.
- Cover other team members' duties during absences.
- To participate in any relevant training and development opportunities.
- To act in a professional manner in accordance with all Healthwatch Sheffield and VAS policies, procedures and Code of Conduct.
- Other duties as may be required from time to time within the general scope of the post.

This role will require work outside normal office hours including evenings and weekends for which time off in lieu will be given.

This is not a final and complete statement of the duties attached to this post which may be amended from time to time in accordance with the changing needs of Healthwatch Sheffield and Voluntary Action Sheffield.

The job description forms part of the contract of employment.

PERSON SPECIFICATION

Community Outreach Lead

We particularly welcome applications from people who identify into the following groups: people from a global majority background, refugees, LGBTQ+, Roma and Traveller communities, disabled people, people with experience of long term health conditions and people with caring responsibilities.

Your experience may have been developed during formal education, in the workplace or in a voluntary or community capacity.

	Essential	Desirable
Experience	• Planning, organising and delivering a range of activities and events in different settings • Planning and delivering projects to involve people in having a say on issues that are important to them • Facilitating conversations – supporting groups to discuss and explore issues together • Networking and building partnerships with organisations, in person, over the phone, by video call and email • Working with and alongside a range of people and communities • Recruiting, training and supporting volunteers • Approaching and organising	• Delivering training • Developing strategy relating to community involvement

Skills and ability	• Able to lead and motivate others • Excellent verbal communication skills, strong facilitation skills • Able to summarise information in written form • Good organisational and planning skills • Good interpersonal skills and the ability to speak confidently with people from different backgrounds • Ability to work closely within a team • Ability to work flexibly but stay on track when delivering work plans	• Social media and website skills • Able to speak an additional language
Knowledge & understanding	• A working knowledge of patient and public involvement • Understanding of how to run events and involvement activities which are accessible and inclusive • Basic understanding of health inequalities and barriers experienced by particular groups when trying to access and use care and support	• Understanding of voluntary and community sector in Sheffield • Knowledge of health or social care services in Sheffield • Basic awareness of safeguarding processes • Basic understanding of GDPR
Personal Attributes	• Commitment to community empowerment and inclusion. • Discreet, empathetic and resilient • Resilient, with a strong work ethic • Proactive, with a can-do attitude • Flexible and willing to work on occasional weekends/evenings • Can travel within Sheffield	

Qualifications	• No formal qualifications required	• Qualifications and/or training related to the role, eg facilitation or training qualifications
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The contract for delivering Healthwatch Sheffield is held by Voluntary Action Sheffield (VAS) and all Healthwatch team members are employees of VAS

VAS Benefits at a Glance

Pension Contributions

We offer 6% employer pension contribution and the flexibility to pay more or fewer employee contributions. You can boost your pension by paying more contributions, which you would get tax relief on.

Annual Leave

VAS offers 28 days annual leave plus bank holidays (pro rata for part time posts). We provide an additional day of leave for each year of service for the first five years. We allow up to 5 days to be carried over into the next leave year (pro rata for part time posts).

Other Leave

We have a number of other leave options to help you manage your work and home commitments. These include the opportunity to buy back an additional week leave, unpaid leave/career breaks and unpaid leave for personal and professional development.

Agile Working

Our full working week is 35 hours. We offer flexible working wherever possible, depending on the role. Our city-centre base, The Circle, offers modern, accessible office space.

EASE (Employee Assistance Programme)

EASE offers our staff access to friendly, qualified counsellors and advisors 24 hours a day, 365 days a year, to offer free and confidential support including emotional, financial and legal guidance.

Cycle To Work Scheme

Our cycle to work scheme enables you to save money on bikes and cycling kit; it's a salary sacrifice scheme so you pay monthly before tax and national insurance, saving you over 25%.

Learning and Development

We are committed to supporting your development through training and ongoing Continuous Professional Development (CPD), aligned with the needs of the role and available resources.

Employer Supported Volunteering

We support employees to develop new skills while giving back to their communities through our Employer Supported Volunteering scheme, offering up to five paid volunteering days each year (pro rata), subject to manager approval.

Thank you for your interest in working at VAS.

Voluntary Action Sheffield is made up of people who care about making a difference and want to leverage their understanding, experience and any position or privilege to support others. We're a values led organisation dedicated to delivering our purpose of *supporting people, communities and the Voluntary, Community, Faith and Social Enterprise sector (VCFSE) to lead positive change* – change that really matters to local people and will help them get the best results now and in the future.

Our staff, volunteers and trustees bring a wealth of skills, knowledge and experience to their work, alongside a continual willingness to learn.

This is a time of development at VAS, as we continue to move towards greater distributed power and responsibility, where we encourage our team in any grade or role to be a leader in facilitating positive change which helps us recognise our vision:

People in Sheffield have the opportunity to live healthy, fulfilling lives, reach their potential, and thrive equally.

We are ambitious and optimistic – we love Sheffield and want it to be a great and welcoming city. While there is much to celebrate, we recognise that support and services do not work for all people within our communities. We recognise that inequalities maintain poverty and injustice, and we work to address not just the symptoms but the systems which continue inequalities. We work for positive

change led by communities, change that really matters to local people.

Our Priorities

We achieve our purpose of *supporting people, communities and the VCFSE sector to lead positive change* by delivering the following priorities:

- 1. Building, hosting and nurturing strong, inclusive and effective partnerships to develop positive social change**
- 2. Supporting leadership and capacity in communities and the voluntary sector**
- 3. Creating volunteering and other opportunities for people who are most marginalised**
- 4. Supporting access and empowerment in the next generation of leaders**
- 5. Being a good employer and a well-run organisation, which cares for our people and resources**

We work in partnership with people, alongside the VCFSE sector and by bringing along our partners. We are committed to inclusion, equality and social justice and take a zero-tolerance approach to racism and other forms of discrimination.

Our Values guide our work. We believe in:

- Equity and social justice
- Trust and mutual respect
- Partnership
- The power within people, communities, and the VCFSE sector

Our Behaviours

We understand that how we work is as important as what we work on, VAS ACTS for social change:

We are	Ambitious
We make	Connections
We do it	Together
We build	Strength

VAS is a [Disability Confident](#) employer

