



# **Healthwatch Information and Signposting Advisor**

Job Description

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Person Specification

February 2025

East Sussex Community Voice - Registered CIC: 08270069

East Sussex Community Voice (ESCV) delivers Healthwatch East Sussex, hosts the East Sussex Voluntary, Community and Social Enterprise Alliance (VCSE) and commissions NHS Complaints Advocacy in East Sussex

### JOB DESCRIPTION

ORGANISATION:	<b>East Sussex Community Voice</b>  East Sussex Community Voice (ESCV) delivers Healthwatch East Sussex, hosts the East Sussex Voluntary, Community and Social Enterprise (VCSE) Alliance and commissions NHS Independent Health Complaints Advocacy (IHCA) in East Sussex.
JOB TITLE:	<b>Information &amp; Signposting Advisor</b>
LOCATION:	At the ESCV office in Eastbourne and some remote working/working from home, with travel to other locations as required.
GRADE:	£27,711 per annum pro-rata (actual salary £13,856 per annum), plus 6% employers pension contribution
ANNUAL LEAVE:	26 days per year plus Bank Holidays (pro rata)
CONTRACT DURATION:	Permanent
WORKING PATTERN:	17.5 hours per week – worked over 3 days to include Tuesday and Friday (working pattern to be negotiated).
RESPONSIBLE TO:	Engagement Manager (Outreach)
MAIN PURPOSE OF THE JOB:	<p>To provide information, signposting to services and offer non-clinical advice to the public and patients in East Sussex on health, care and wellbeing themes via email, telephone, LiveChat and face-to-face through targeted outreach.</p> <p>To pro-actively develop guidance and publications, such as website pages, advice articles, and 'how to' documents to support local people and communities in understanding health and care services and themes.</p> <p>To collate the feedback we hear and work with ESCV colleagues and other stakeholders to inform the design, planning and delivery of NHS, County Council, and other local services.</p>

The main responsibilities of the Information and Signposting Advisor are:

- Delivering an accessible and responsive Healthwatch Information and Signposting Service for the public, patients and service users; supporting people to make well informed choices about health, social care and associated services, and improving their understanding of their rights.
- Triaging and responding promptly and effectively to enquiries received through the Healthwatch enquiries phone line, email address, website or captured during outreach activity.
- Efficiently recording enquiries on the Information and Signposting enquiry log and using its content to inform quarterly and annual reporting, ad-hoc thematic analysis and reporting requests.
- Escalating significant concerns, including those related to safeguarding, in line with ESCV policies and procedures to internal colleagues and external parties.
- Developing a positive relationship with local advocacy providers to support the effective signposting and prompt referral of those wishing to make a complaint about or requiring dedicated support in navigating health and care services.
- Developing and sustaining positive relationships with local NHS and Adult Social Care commissioners, NHS Trusts, providers of NHS services (including GPs, dentists, pharmacies etc.), voluntary sector organisations and community groups to support effective responses to enquiries and raise awareness of commonly occurring themes and issues.
- Contributing to the planning of the Healthwatch programme with the goal of maximising awareness and use of the Information and Signposting service, especially amongst 'less heard' places and communities.
- Liaising with other local Healthwatch and Healthwatch England to identify and deliver best practice in the provision of the information and signposting service.
- Working closely with ESCV's Communications and Marketing Manager and other ESCV colleagues to regularly develop website content, newsletter articles and hard copy publications that support people's understanding of health and care services and issues.

- Ensuring secure data management and robust record-keeping of Healthwatch East Sussex information, especially enquirer details in-line with GDPR requirements and ESCV policies.
- Liaising with all ESCV staff to ensure effective co-operation and collaboration in delivery of the information and signposting service.
- Contributing to wider ESCV programmes, projects and events as requested.
- Attending staff meetings, awaydays and learning and development opportunities.
- Undertaking any other duties as may be required within the scope of the role.

### **Other information**

- This job description sets out the duties of the post at the time it was written (February 2025).
- Working patterns will be flexible, including working in the office, at home, and potentially some evenings and weekends.
- Opportunities are provided for ongoing professional development.
- Requirements may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.
- Any other duties which fall within the scope of this role.

## PERSON SPECIFICATION

### Post Title: Healthwatch Information and Signposting Advisor

	Essential Criteria	Desirable Criteria
<b>Key Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• High quality communication skills, both written and verbal, and the ability to demonstrate tact, diplomacy, and clarity.</li> <li>• Ability to be empathetic and manage sensitive or confidential information appropriately.</li> <li>• Problem solver with the ability to work independently, pro-actively and flexibly to manage multiple priorities and meet deadlines, while delivering to a high standard.</li> <li>• A team-player, able to develop effective and positive working relationships with people at all levels from a range of organisations and backgrounds.</li> <li>• Strong time management/prioritisation skills, levels of diligence and a keen attention to detail.</li> <li>• Good research skills with the ability to seek out information from a range of sources including online, phone and other data sources.</li> <li>• Able to handle difficult or challenging situations and remain calm and focussed under pressure.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of providing information, helpline or support services.</li> <li>• Previous experience of dealing with people experiencing crisis or trauma.</li> <li>• Previous experience of data recording.</li> </ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent professional experience.</li> <li>• Knowledge and understanding of health and social care service provision, either through personal or professional experience.</li> <li>• Familiarity with data protection principles and practice.</li> <li>• Experience of communicating, developing and maintaining relationships with stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of safeguarding processes.</li> <li>• Previous experience of data recording.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experienced and effective user of Microsoft Office Suite (Word/Excel/Powerpoint) and Teams.</li> <li>• Knowledge of the principles of diversity, equality and inclusion.</li> </ul>	
<p><b>Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>• Strong empathy and commitment to the values and aims of ESCV, particularly the value of public engagement in public services and lived experience.</li> <li>• Commitment to the Equalities, Diversity and Inclusion values of ESCV.</li> <li>• Reliable, flexible, self-motivated and professional.</li> <li>• A good problem-solver.</li> <li>• Prepared to go the extra mile when required</li> <li>• Commitment to continuous personal development.</li> </ul>	
<p align="center"><b>Prepared by East Sussex Community Voice – February 2025</b></p>		

**The successful applicant will be subject to enhanced check from the Disclosure and Barring Service (DBS)**