

Role Description & Person Specification: Project Officer (Community Research and Volunteering)

**Organisation: Wandsworth Care Alliance (WCA)   
Purpose of role:**

To support and lead research projects in the delivery of our Healthwatch and other WCA projects and volunteering objectives. Specifically, by planning, organising and co-ordinating the gathering the insight from our community, in a variety of ways. You will capture and analyse the insight gathered and will be responsible for drafting and finalising presentations and reports on findings. You will involve volunteers in tasks to complete the work throughout their responsibilities.

You will also be collaborating with and co-ordinating individuals, groups or organisations and will attend meetings to talk about our work and influence change, based on recommendations in our reports.

These activities will require a collaborative approach and co-ordination with people across the organisational team as well as other organisations. Where possible we aim for our projects to involve supporting the delivery of social value to the community and building capacity in the community. The role would suit someone who enjoys working with a variety of people and a varied and busy workload with multiple projects.

**Main duties:**

* To plan and undertake community research activities such as surveys, interviews, focus groups, workshops, events, and other ways of seeking the experiences of people using health and social care services.
* To plan, co-ordinate and document the set-up of projects and activities, including volunteer and community involvement in the activities, this includes recruitment and induction and task briefing of volunteers and co-ordinating funds and grants with organisations.
* To prepare and carry out activities, including background research, designing surveys and interview guides and discussion sessions, encouraging, and making use of volunteer input.
* To set up online survey and paper surveys and process feedback data once collected.
* To organise, attend and lead community engagement and outreach activities (online and in person), visiting services and speaking to users, face to face and telephone interviews and other methods capture people's experiences (Outreach and events can vary between no visits per week to 2-3 per week).
* To collate and analyse our data and write reports showing our findings and recommendations. Co-ordinating and supporting volunteers to be involved in this work.
* To develop how we involve volunteers and the community and how we can empower and build capacity in the community through our activities.
* To support volunteers and their tasks with training, guidance, and problem-solving support, one-to-one or in a group setting.
* To research and distil information about key health and care topics, present and describe the key points to a variety of audiences including members of the public and senior staff in health and care. This will include writing content for communications.
* To participate in meetings on behalf of the organisation, including giving presentations to introduce us and our work and encourage people to share their views.
* To regularly respond to information and signposting members of the public who contact us about health and social care services and to signpost them to services and information.
* To maintain volunteer records and co-ordination of volunteer activities such as rotas, meetings, briefings, and training.
* To participate in the wider organisation’s project teams and lead where required. Including undertaking any other short-term activities as requested by the senior management team and providing support and cover for colleagues where appropriate.
* Working with colleagues to make sure the benefits we offer our community are promoted and maximised and there are synergies and efficiencies implemented.
* Ensure that activities are carried out with regard to the law and WCA policies and procedures.

**Skills, experience, and knowledge:**

* Proven proactive project planning, organisation and co-ordination skills and ability to manage on more than one project at a time and ensure multiple deadlines are met. Adept at organising and progressing work when full details are incomplete and as deadlines and priorities evolve.
* Proven experience in co-ordinating, liaising, negotiating, and adaptability when working with others (staff, volunteers, and others outside of the organisation) to achieve multiple deadlines and ensure updates about progress are communicated.
* Proven excellent communication skills, a people person and the ability to talk to and listen to people from all walks of life, encouraging a wide section of individuals from our community to take part in our surveys. Ability to speak to and influence senior people to engage with our work and act on our findings.
* Experience in community/service user research or engagement. Experience in collecting qualitative interview responses accurately and representing views shared without judgement.
* Knowledge and understanding of health and social care services.
* A link to the local area and knowledge, skills and experience that may come from living and working within minority communities is desirable.
* Knowledge or keen interest in empowering communities and building social value into projects.
* Excellent written English skills, including accurate recording of information and writing reports in Plain English.
* Graduate-level qualification or equivalent experience in the field of gathering people’s experiences, collating, and analysing information from various sources and interviews to produce a report summarising varied experience and views with an ability to cut through the detail to draw out the most important points.
* Knowledge and experience in using online survey software such as Smart Survey, Microsoft Office, and particularly Microsoft Excel to analyse data and produce charts.
* The ability to take part in, collaborate in and host online meetings on Zoom and Teams.
* Ability to use creative approaches to reach people digitally and to reach those who may be excluded from digital or other approaches.

**Attitudes and values:**

* Good interpersonal skills with the ability to work within a team.
* Self-motivated and flexible with a positive can-do attitude.
* Being able to work independently and on own initiative, proactive in collaborating with others and keeping the team up to date and working with the team to get support when needed.
* Uses initiative and creativity in ways of working, thriving on variety and managing a varied workload.
* Will uphold the impartiality, independence, and credibility of WCA and its projects.
* Handles information sensitively and confidentially with respect and discretion and observes principles of data protection.
* Commitment to promoting equal opportunities and a non-judgmental approach.

You must have the right to work in the UK and satisfactory DBS check for working with vulnerable people.

WCA is committed to equal opportunities and applications are welcome from everyone in our diverse community, we value diversity in our workforce.

We will continue to work from home some of the time, however, you will be required to work within Wandsworth and at our Tooting office for part of the week and when the work requires it.

**To apply: email a completed application form to** [**hr@wandcareall.org.uk**](mailto:hr@wandcareall.org.uk)

**Application closing date: Noon on Friday 20th September 2024.  
  
Interview dates: during the week commencing 23rd September. Please let us know if you need any reasonable adjustments to attend the interview**