



**Engaging
Communities
Solutions**

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JOB DESCRIPTION

Job Title: Project Co-ordinator – Patient and Public Reference Group (PPRG)
Service: Healthwatch Warrington and Healthwatch Halton
Location: Home based, but travelling within the Warrington and Halton area
Accountable to: Chief Executive Officer (CEO) – Healthwatch Warrington

Job Summary

To lead the delivery of a new Patient and Public Reference Group (PPRG), supporting the integration of Warrington and Halton Hospitals NHS Foundation Trust (WHH) and Bridgewater Community Healthcare NHS Trust (BCH) under the Better Care Together Programme.

Planning, organising, and coordinating meetings of the PPRG, maintaining accurate records, and producing summary reports .

Supporting PPRG members in developing the group's Terms of Reference .

Main Duties

- Coordinate and facilitate all aspects of the PPRG, including planning, logistics, and communications.
- Organise and support meetings, including scheduling, preparing agendas, taking minutes, and producing summary reports.
- Recruitment of PPRG members.
- Support the PPRG members to develop the Terms of Reference for the group.
- Engage with community networks to gather public insight and feedback.
- Prepare reports and presentations for WHH, BCH, and the Better Care Together Programme Board.
- Support feedback mechanisms to ensure community voices are heard and acted upon.

- Work collaboratively with Healthwatch teams and NHS stakeholders to ensure inclusive and transparent engagement.
- Maintain up-to-date CRM records of all activities, meetings attended, case details, and feedback, ensuring that every contact is logged into the CRM without delay.
- Promote opportunities to recruit and engage volunteers to empower and build capacity in the local communities through our activities.
- Promote equality and diversity in all aspects of work and challenge discrimination.
- To participate in the wider organisation's project teams and lead where required. This may include undertaking any other short-term activities as required by the senior management team and providing support and cover for colleagues where appropriate.

Duties required of all ECS employees.

- Complete all mandatory training as required for the role, including induction training, annual e-learning and mandatory training courses, and take personal responsibility for training and development, including keeping up to date with best practice and training methods.
- Actively contribute to all team meetings, supervision meetings, appraisals, working groups and other meetings as required, reporting back as appropriate.
- Deal with complaints in accordance with ECS's agreed procedure. In addition, all staff have a duty to report any breach of service standards to line management.
- Share responsibility for good health and safety practices, reporting any concerns to line management.
- Undertake such other duties in accordance with the post holder's level of responsibility as may be required from time to time to maintain or enhance ECS services.
- To be administratively self-servicing.
- Maintain professional working standards and to work in adherence with the company's accreditations.
- Undertake all duties in accordance with ECS policies, with reference to the Equal Opportunities, Health & Safety and confidentiality policies, and work towards their continuing development and implementation.
- All employees of ECS are expected to respect the rights of clients' privacy and confidentiality as far as possible within the constraints of legal requirements and the safety of other people.

SAFEGUARDING

ECS is committed to safeguarding and promoting the welfare of vulnerable adults and children. ECS expects all staff and volunteers to share this commitment.

Hours of work

Part- time – 21 hours 12 month fixed term (view for extending subject to funding)
Monday to Friday – **some occasional weekends and evenings**

Salary and Benefits

Salary: £25,000 (Full Time Equivalent) pro rata £14,189

Employee Assistance programme

Flexible working scheme

Travel expenses- mileage is paid at 45p per mile.

Holiday entitlement 24 days holiday per leave year at full pay for their first 3 years' service. (This is pro-rata for part time staff) This will increase to 27 days holiday per leave year after 3 years' service, and to 30 days holiday per leave year after 5 years' service. This is exclusive of public and bank holidays.

The leave year runs from 1 April to 31 March of each year.

This job will be reviewed periodically in line with the organisation's Business Plan. ECS aim to reach agreement on changes, but if agreement is not possible, ECS reserves the right to change the job description.



ECS recognises its responsibilities and legal obligations in ensuring, as far as is reasonably possible, that people with disabilities are afforded equal opportunities with respect to employment and are not discriminated against for a reason relating to their disability.

Person Specification				
Criteria –		Essential	Desirable	Method of Assessment
Qualification	Educated to A level standard or Equivalent Vocational Qualifications or minimum of two years relevant experience in similar environment paid or voluntary.	✓		A/I
	Community Development or Health related qualification.		✓	
Knowledge, skills, and Attributes	Experience in project coordination or community engagement roles.	✓		A/I
	Strong organisational skills.	✓		A/I
	Ability to adapt to changing business needs and work flexibly, as some evening and weekend work will be required as part of this role.	✓		A/I
	Demonstrable skills of working effectively as a team player.	✓		A/I
	Highly organised, self-directed, and motivated, with the ability to manage and prioritise workload.	✓		A/I
	Understanding of the role that patient and service user feedback has in informing decision making and driving forward service improvements.	✓		A/I
	Excellent IT skills especially use of different databases, Microsoft 365, Microsoft Office 2013/6 and webpage maintenance.	✓		A/I
	Demonstrable understanding of equal opportunities.	✓		A/I
	Approachable, with the ability to listen and ask questions sensitively, and work effectively with a diverse range of people.	✓		A/I

	Detailed knowledge and understanding of a range of community engagement techniques and proactive in applying these techniques in local communities.	✓		A/I
	Excellent communication, written and interpersonal skills with the ability to deliver talks and presentations to a wide range of audiences.	✓		A/I
	A good understanding of local Healthwatch, and its purpose and principles.		✓	A/I
	Understanding of the current challenges facing public services.		✓	A/I
	Knowledge of the local geographical area and the diversity of the communities in which the post relates would be an advantage.		✓	A/I
Other	Ability to work flexible to the nature of the job.		✓	A/I
	Because of the nature of the role applicants will have a full driver's licence and have access to their own transport.	✓		A/I

A = Application Form

I = Interview