

Digital Lead: Website Support

Candidate Pack | March 2020

Introduction

Dear Candidate

Thank you for your interest in the role of Digital Lead at Healthwatch England.

About us

We are the independent champion for people who use health and social care services. We aim to help improve the quality of services by letting the government and those running services know what people want from care.

We also support a network of 150 local Healthwatch services to reach out to every section of the community and encourage more people to speak up.

Together, our work is resulting in big and small changes that are helping to make care better.

About the role

As our Digital Lead, you'll work as part of team responsible for helping local Healthwatch services use the digital systems we provide to drive engagement with the public and professionals.

You will focus on helping local services to adopt and use our standard website. As well as training staff to use the site and being the first point of contact for queries, you'll also support services to plan their content migration and then test and launch their sites.

You'll also work with the digital and communication teams to plan, execute and support other digital services and developments.

Closing date

Applications for this role close on the XX April 2020. This candidate pack includes further information about the role, as well as the work of Healthwatch.

If you would like any further information or would like to have an informal chat about the job please contact recruitment@healthwatch.co.uk or call 03000 68 3000.

I very much hope you want to join us

Matt Sanders, Digital Systems Development Manager

About us

Healthwatch is here to make care better.

We are the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need.

There is a local Healthwatch in every area of England. We support local Healthwatch to find out what people like about services, and what could be improved, and we share these views with those with the power to make change happen. Healthwatch also help people find the information they need about services in their area.

Nationally and locally, we have the power to make sure that those in charge of health and social care services hear people's voices. As well as seeking the public's views ourselves, we also encourage health and social care services to involve people in decisions that affect them.

Our sole purpose is to help make care better for people.

Just one way we have made a difference

Over 2,000 people told us about their experiences of being sent home from hospital. When hospital discharge works, people can move on with their lives and recover safely. But when it doesn't, it can be distressing and see people return to hospital sooner than expected.

We wanted to examine national data to understand how widespread emergency readmissions are.

However, no complete national data had been published on this topic since 2013, so we asked hospital trusts across England to share their data. We found that emergency readmissions had risen by 22.8% over five years. One in five people affected returned to hospital within just 48 hours of leaving.

Patricia's story

"I was asked to vacate my bed space by 11am for a new admission, so I stayed in a day room for six hours only to be told that my medication and discharge letter was not complete.

"I had to prompt the staff to give me antibiotics whilst waiting in a day room so that no doses of medication were missed but they had nothing for me.

"I felt very unwell in the day room on a chair for six hours and by the time I got home I felt more poorly than before I was admitted."

Although not every readmission is because of inadequate support, we have to ask whether it could have been prevented?

Our findings led to the Government asking NHS England to reintroduce emergency readmissions as a measure of how well services are working together. Our research also led The Parliamentary Public Accounts Committee reiterating that the NHS must improve its emergency readmissions data.

Our work in numbers

- Over 5,000 people give up their time to support our work through volunteering
- The Healthwatch network employs over 800 staff across England
- In 2017-18 local Healthwatch received over £27 million in funding
- Since Healthwatch was established we have supported more than 1.4 million people to share their ideas and experiences about care
- In 2017-18, over 700,000 people accessed Healthwatch advice and information on-line or contacted local Healthwatch with questions about local support.
- In 2017-18, we published over 2,000 reports about the improvements people would like to see when it comes to local Health and social care services.

Our strategy

Our vision is simple

Health and care that works for you.

People want health and social care support that works - helping they stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

Our approach

People's views come first - especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.

Our future focus

In 2017 we asked people to help shape our future focus. Our strategy draws on the ideas and views that people shared with us and explains what we want to achieve over the next five years.

1. Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.

By 2023 we want over one million people to share their views or seek information from us each year.

2. Providing a high-quality service to you

We want everyone who shares an experience or seeks advice from us to get a high quality service and to understand the difference their views make.

By 2023 we want to be able to tell you the difference your views have made.

3. Ensure your views help improve health and care

We want more services to use your views to shape the health and care support you need today and in the future.

4. We will be a well-run high-performing organisation

By 2023 we want to see twice as many recommendations we make are implemented by services.

Steps we are taking

We are focussing on six key areas to help achieve our aims.

Insight: Research to better understand our communities, target engagement and track changing behaviour over time.

Brand: Ensure our communications work in harmony to raise awareness, build trust and increase engagement.

Partnership: Work strategically with community and professional groups to hear and share what people want from care.

Digital: Invest in a unified system to gather, understand and shared people's views of care.

Impact: Establish common ways to measure the effect of our work, continuously improve quality and encourage innovation.

People and money: Invest in attracting, training and retaining volunteers and staff. Share common services across Healthwatch to increase effectiveness.

Our behaviours

We work creatively for change

We aim in all we do to enable people who don't have power over their health, or the health and care services they use, to have that power. That's why we value and seek everyone's experiences, as well as taking extra care to hear from those who find it hardest to have their say. We find creative ways to transform how we do things, how local Healthwatch do things and how health and social care needs are identified and met.

We are clear, confident leaders

We lead boldly and confidently, within our Healthwatch network and in our dealings with other organisations. We are clear about what to do and say because we follow our purpose, our strategy and the evidence people share with us. We speak plainly, clearly, directly, honestly and constructively.

We are committed and consistent

We are ambitious, take pride in our work and have high expectations of ourselves, so we challenge each other, our network leaders and other stakeholders to do things better every time - and we welcome challenge from all of these colleagues. We are reliable and consistent. We follow through on our commitments and stick to our strategic objectives to make a real impact, as individuals and as a team. We operate together as a team, together with our network and together with our partners, sharing insight and resources to make them go furthest.

We make a real difference through our relationships

We plan and act with a good understanding of our current and future environment, so we can be flexible, seize the right opportunities and make the most difference. We connect people and organisations, so they can do their part to bring about the changes our vision, purpose and plans are striving for. We listen actively, so we can develop and nurture dynamic, responsive and respectful relationships with others, especially our network.

Employee Benefits



Our comprehensive employee benefits cover a broad spectrum ranging from financial benefits to meeting your health and well-being needs. Please see an overview below:

Please note that Healthwatch England staff are employed by the Care Quality Commission and receives all the following benefits

Annual Leave

27 days increasing (plus bank holidays) with years of service

Maternity (Parental) / Adoption Leave

26 weeks full pay & additional 13 weeks statutory pay

Paternity Leave

3 consecutive weeks full pay

Sickness Absence

Up to 26 weeks full pay and 26 weeks half pay

NHS Pension

Public sector statutory pension provision protected by law

NHS Fleet Solutions

A scheme that provides competitively priced and trouble-free motoring

Eye Care

CQC reimburses the reasonable cost of an eye test and up to £50 towards the cost of glasses.

Healthcare Discounts

Money off vouchers and promo codes for all CQC employees

Cycle Scheme

Employees can save up to 50% off the price of a new bike

Tax-Free Childcare

A government led scheme that allows parents to save on childcare costs.

Travel/Season Ticket Loan

Salary advance available to purchase tickets, permits, etc...

Employee Assistance Programme

Providing 24 hour helpline for support

How to apply

Application Process

Step 1 - Register

Register for a CQC jobs account.

You will need to register for a CQC jobs account, you are also able to set up 'job alerts'. This means, if we ever advertise a vacancy that you are interested in, we'll let you know by dropping you an email.

Step 2 - Register

Submit an electronic application form for your chosen vacancy.

All forms of application are to be completed through the CQC website. Candidates are also able to apply under the 'Guaranteed Interview Scheme' if they have a disability.

Step 3 - Shortlisting

After the closing date, shortlisting takes place - every application is reviewed by two panel members.

All applications are anonymous during shortlisting to ensure fairness and consistency. Candidates will receive an email informing them of their shortlisting outcome.

Step 4 - Assessment

If you are shortlisted, you are required to go through an interview/assessment centre

All HWE positions are assessed differently depending on the vacancy's criteria. The different formats consist of an interview, in-tray exercise, written exercise, group activity, presentation, etc...

Step 5 - Offer

If you have successfully passed the assessment stage, you are offered the position

Once you have successfully passed the assessment stage, you are offered the role. You are then sent a 'Welcome Pack' by HR Services so that you're able commence your preemployment checks.

FAQs



Question 1 - Can I claim back expenses incurred during the recruitment process?

No. Unfortunately, we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

Question 2 - What shall I do if I have a break in employment?

If you have a break in employment, please state this within your employment history and references section with the dates you were taking the break.

Question 3 - What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process.

Reasonable adjustments include allowing extra time during selection tests, ensuring information is provided in an accessible format, etc...

If you feel that you need a reasonable adjustment to be made, let us know.

Question 4 - I have applied under the 'Guaranteed Interview Scheme', does this mean that I will automatically be shortlisted and offered an interview?

No. Candidates applying under the Guaranteed Interview Scheme must meet the essential criteria highlighted in the job description and reach benchmark during the shortlisting stage to be shortlisted and offered an interview.

Question 5 - Will you request my references before I hand my notice in?

No. Our HR Services Team will wait until your approval before approaching your referees.

Question 6 - Will my continuous service be recognised?

We recognise continuous service for government (national and local), NHS and Civil Service organisations. But if you would like to query this, please email hrqueries@cqc.org.uk

FAQs



Question 7 - How long will I have to wait before finding out whether I have been successful after an interview?

We aim to get back to candidates as soon as possible after an assessment event takes place.

If you are successful, we will contact you via telephone. However, if you are unsuccessful, you will receive an email.

Question 8 - If I have been unsuccessful in gaining a role, can I apply again for another role straight after?

Yes. We don't have a waiting period and therefore you are more than welcome to apply for as many roles as you would like.