



JOB DESCRIPTION

ROLE TITLE: Engagement Officer

REPORTS TO: Dr Lisa Manning

ROLE PURPOSE: The Engagement Officer is responsible for supporting the delivery and implementation of Advanced and Local Services in Sefton.

MAIN DUTIES OF THE JOB:

- Provide support to contractors relating to the contractual obligations of pharmacy.
- Support contractors with issues that impact on their pharmacy business.
- Identify opportunities for, develop and assist in the development of new services for delivery through community pharmacy (in conjunction with CEO).
- Work with and challenge service commissioners, being an advocate of community pharmacy with local external partners, encouraging standardisation of locally commissioned services.
- Create and maintain support material for service delivery, identify trends in performance using data, improve delivery of existing services and support effective payment of services.
- Monitor service activity to enable the LPC to track delivery of services.
- Deliver training to contractors and other stakeholders eg GPs
- Ensure that strong relationships are built with stakeholders including GP practices, PCN staff, colleagues across C&M ICB, community pharmacy teams.
- Develop and enhance relationships with all parties to improve and support education, training and service delivery.
- Maximise community pharmacy participation in services.
- Maximise GP practice engagement in services, especially referrals of appropriate patients.
- Attend and engage with relevant stakeholder meetings.

PERSON SPECIFICATION

We are looking for candidates with the following:

Skills and competencies:

- Experience of building lasting relationships
- Experience of achieving goals and objectives in a fast-paced environment
- Strong organisational and communication skills
- Ability to manage a diverse and high workload.

- Demonstrable networking skills at all levels
- Ability to take initiative and lead on projects
- Ability to contribute, speak up and share ideas and experiences
- Strong interpersonal skills
- Computer literate –including proficient use of all MS office applications: Outlook, Word, Excel and PowerPoint

Knowledge and experience in these areas:

- Understanding of the health and care landscape
- Knowledge or experience of delivering community pharmacy services or working within another primary care setting e.g. general practice
- Knowledge/experience of supporting/improving service delivery and/or engagement in new services

Personal attributes:

- Reliable,
- Self-motivated and a self-starter
- Team player especially in complex organisations
- Professional
- Good communicator and ability to speak up
- Shows drive and integrity
- Ability to teach and train others
- Good facilitation skills
- Own transport

The post holder will be required to travel across the Sefton area with the possibility of occasional travel in the region and UK.