

Healthwatch Outreach Volunteer – Role

Description

About us:

There is a local Healthwatch in every local authority area of England. Healthwatch Wandsworth is the independent champion for people using local Health and Social Care services in Wandsworth.

We listen to what people say they like about services and what could be improved. We then share their views and experiences with the people with the power to make change happen. Healthwatch was given significant statutory powers in the Health and Social Care Act 2012 to ensure that the voice of local people is strengthened. Those who pay for, deliver and regulate Health and Social Care services have to respond to what we tell them local people think.

We also share the views of local people with Healthwatch England, the national body, to help improve the quality of services across the country.

Healthwatch is operated by Wandsworth Care Alliance (WCA) a local charity a member-led organisation.

Role description:

- Briefly explaining to people what Healthwatch is and what we do.
- Encouraging people to share their views and experiences of local services by helping them to fill in surveys.
- Impartially recording their feedback.
- Encouraging people to sign up to be Healthwatch Wandsworth members, to visit our website, to follow us on social media and to come to our Assembly events.
- You may also be asked to help us find and contact people organising events and community groups, and to help us promote our work and engagement in other ways.

Skills, experience and knowledge:

- Excellent listening skills, spoken communication skills and ability to communicate information clearly, simply and concisely.
- Confidence speaking to people at public events and a proactive approach to encouraging them to share their stories with us.
- Confident and comfortable talking to people who may have a difficult story to share.
- Able to accurately and clearly record information given by others in writing, with good literacy skills.
- Able to follow instructions and guidance, knowing when to ask for support when needed, but able to work independently when necessary.
- Able to work in a respectful and professional manner.

Attitudes and Values:

- Handles information sensitively and with care, with respect and discretion and observes principles of data protection and confidentiality at all times.
- Commitment to promoting equal opportunities and diversity and a non-judgemental approach.
- Respectful approach to others and diplomacy and tact when responding to questions or referring people to Healthwatch Wandsworth staff.
- Upholds impartiality and credibility of Healthwatch Wandsworth's independent status and does not express personal views of experiences.
- Enthusiastic team worker.

What will you get from volunteering with Healthwatch Wandsworth?

- Get to know people in your area and make a difference to the people who use health and social services in Wandsworth
- Acquire new skills, refine old ones and increase your confidence. Such as practice in attending formal meetings and speaking publicly.
- You could update your CV and use your experience with Healthwatch to seek work in health and social care or other fields of employment.
- Learn or improve your knowledge about health and social care

Support provided:

- Reasonable travel and out-of-pocket expenses will be reimbursed in accordance with the Healthwatch Expenses Policy
- Induction and support from a supervisor, and a volunteer buddy if you want one.
- We can provide support and supervision to our volunteers. If you ever have a question, concern or need some guidance there is always someone available via call or email to support you.
- Where available training or events will be offered to help with the role or learning on the specific topics

Please note that this is an unpaid position. We aim to find opportunities that fit around our volunteers' availability whether that is in the daytime or the evenings, and how much time you have to give. Although this position is unpaid, we offer excellent references upon the successful completion of your role.

If you are interested in this volunteer role, please email us at information@healthwatchwandsworth.co.uk or call us on 0743 463 3745.

We look forward to hearing from you!

