

Healthwatch Research 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:

- To support the Healthwatch Team deliver robust, valid and reliable research reports and to ensure that strong evidence and research influences the organisation's priorities and actions.

Skills required:

- Excellent organisational, research, analytical and problem-solving skills; strong communication, both in person and in writing; accustomed to dealing with confidential/ sensitive issues and documents.
- Ability to analyse and interpret a wide range of information from our research projects and different research methodologies; self-

motivated with a flexible approach; ability to work within a team but able to work on own initiative when required.

- Ability to carry out research using a variety of techniques to maximise returns; competent in use of Microsoft Office; to undertake appropriate learning and development as identified through supervision and the changing nature of reports required.

Main Duties:

- Assist in producing both written and oral reports and briefs for Healthwatch, based on research or analysis, explaining complex ideas and findings in a way that can be easily understood;
- To assist in designing and producing research tools, e.g. questionnaires, as necessary;
- To assist in processing and analysing data;
- Keep up to date with developments in policy for health and social care issues;
- To attend and contribute to work plan meetings as requested.

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:

- Induction and support from a supervisor
- 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!

