

healthwatch

Waltham Forest



Volunteer Information Pack.

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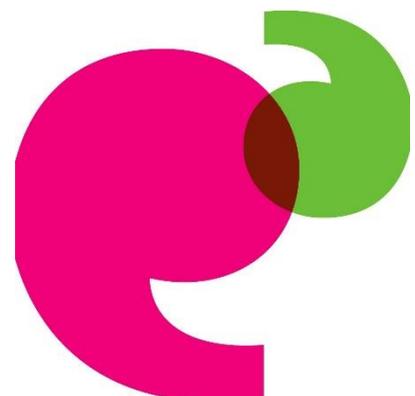
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About Health watch

Healthwatch Waltham forest is the independent 'consumer champion' for health and social care. Created by the Health & Social Act 2012, we represent the views of patients and the public in our local area. Whether it's improving them today or helping to shape them for tomorrow, Healthwatch Waltham Forest is all about local voices being able to influence the delivery and design of local services. Not just for people who use them, but anyone who might need to in the future.

Healthwatch began on April 1st 2013 to give children, young people and adults a powerful voice locally and nationally. Healthwatch wants to reduce inequalities in health and social care services and ensure equal access, treatment and outcomes for all communities. Healthwatch works to help people get the best out of their local health and social care services whether it's improving them today, or helping to shape them for tomorrow.

Local Healthwatch is all about local voices being able to influence the delivery and design of local services. Healthwatch works hands-on in the community to listen to people's experiences of local health and social care services. Their feedback will then be shared with local services to help improve them.

To do this we need your help by becoming a Healthwatch Volunteer. You will be able to help us reach more people in the community and improve health and social care services.

The Volunteer Roles

Healthwatch Waltham Forest has several methods of gathering and reporting views of health and social care services from local communities. There are nine volunteer roles that helps us do this:

- ❖ Administration Volunteer
- ❖ Engagement and Involvement Ambassador
- ❖ Enter and view Authorisation Representative
- ❖ Marketing and Communications Volunteer
- ❖ Mystery Shopper
- ❖ Patience Experience Volunteer
- ❖ Volunteer Project Officer
- ❖ Young Carers Volunteer

The benefits of volunteering

Healthwatch Volunteers are a central part of the organisation. Healthwatch Waltham Forest believes that volunteering can provide satisfaction and fulfilment while being a fun and enjoyable experience. The Healthwatch volunteer roles give you the opportunity to build your own skills in the health and social care sector, such as:

1. Making a difference in your own community by empowering people to have a voice about their local health and social care services
2. Using and developing your skills and knowledge
3. Meeting new people through volunteering
4. Adding valuable experience to your CV

Healthwatch Waltham Forest welcomes and encourages applications from all backgrounds. If individuals require support to carry out volunteer roles, reasonable adjustments will be made to make that possible.

Administration Volunteer

Purpose of the role:

Healthwatch Waltham Forest needs assistance in a range of administration duties at our office. Duties may include keeping record of volunteers, helping with report writing, working on presentations, preparing for events and meetings, and other volunteer administrative duties that may be present at the time.

What you will be doing:

- Preparing office materials for events and meetings
- Sending out emails and guiding correspondence to the right services
- Supporting Healthwatch with the research of relevant stakeholders in health and social care
- Supporting Healthwatch with writing reports

Expectations:

- Follow administrative procedures and work in a team, using your own initiatives.
- Be proficient in the use of computers, and IT in general, particularly Microsoft packages.
- Be comfortable using the internet, sending e-mails, and researching websites.
- Interest in running charity offices and having strong written and verbal communication skills.

Other Information:

In this role you will be trusted to be able to carry out office duties efficiently, and in a timely manner.

Duration and commitment:

This role is flexible and can fit around your time. Whenever we need help in our office, we will let you know via-email with time-slots allocation. You can choose which time will be best for you to come in.

Engagement and Involvement Ambassador

Purpose of the role:

Engagement and involvement Ambassadors have a vital role in representing Healthwatch Waltham Forest to other organisations within the health and social care field. This includes Clinical Commissioning Groups (CCG), NHS Trusts, and local authorities. This role would allow you to build strong relationships with these organisations as well as engage in patient and service experiences.

What you will be doing:

- Attending and representing Healthwatch at relevant events and meetings
- Supporting Healthwatch in meetings by taking minutes and supporting papers
- Presenting Healthwatch's views in meetings and events
- Collecting feedback from Healthwatch meetings in written reports
- Attending Healthwatch volunteer workshops and training sessions

Expectations:

- Good listening and communication skills
- Having a strong interest in the health and social sector
- Commitment to helping people have a voice, being non-judgemental and helping others
- Be able to confidently represent Healthwatch and put their views forward

Other information:

This role requires time commitment. You will be attending meetings and events in the local area to represent Healthwatch, and the times and venue will vary. We will ensure you will only be traveling in the local area and we will provide support for travel expenses or other requirements.

Duration and commitment:

The number of hours that you give as an Engagement and Involvement Ambassador will depend on your availability at the time of a specific meeting or event; you can discuss this with the agreed volunteer officer at Healthwatch.

Enter and View Authorisation Representative

Purpose of the role:

Enter and view is a pivotal role at Healthwatch. This is when volunteers carry out observations across health and social care services, and collect feedback from service users and patient experience. Healthwatch has the statutory power that entitles authorised volunteers to enter and view health and social care services as they are being delivered, and report back to the them.

What you will be doing:

- Participate in enter and view preparation and meetings.
- Going on-site to health and social care providers with other volunteers to participate in enter and view while it is being delivered.
- Observe services and collect the views of service users, carers and families.

Expectations:

PLEASE NOTE: Candidates for this role must be the age of 18yrs and over

- Good listening and communications skills, compassion towards others.
- Working as a team with other volunteers.
- Have the ability to separate your own views from others, remaining impartial and non-judgemental, while respecting others.

Other information:

Due to the sensitivity of this role, a Disclosure and Barring Service (**DBS**) check is **required** before participating in enter and view visits. The enter and view visits usually take place between Monday to Fridays between 9.00 am -5.00pm.

Duration and commitment:

The time commitment is likely to vary depending on the location and the type of visit that will take place.

Marketing and Communications Volunteer

Purpose of this role:

One of the primary goals of Healthwatch Waltham Forest is to influence the commission and provision of health and social care services through community engagement, and effective liaison work on boards and committees. To achieve this, Healthwatch Waltham Forest needs to engage with a number of different audiences, which requires Healthwatch to embrace a wide range of marketing and communications channels such as social media.

What you will be doing:

- Informing the public of Healthwatch by posting stories and other information on to the Healthwatch Waltham Forest website.
- Create marketing content and materials for Healthwatch events.
- Support Healthwatch in resolving and investigating technical issues.
- Post Healthwatch information on social media channels and communicate with other relevant organisations.

Expectations:

- Confidence in working with content management systems (CMS), with sufficient understanding in how websites work and how to engage in meaningful dialogue with website and host providers on technical issues.
- Using other applications or packages to create your own content that would be useful to Healthwatch.

Other information:

Healthwatch Waltham Forest needs recommendations to improve our website as we, your views and creativity for this role is appreciated.

Duration and commitment:

The dates and times will be approved by a Healthwatch Waltham Forest member of staff.

Patient Experience Volunteer

Purpose for this role:

Healthwatch strives to make sure health and social services are meeting local needs. To ensure that the public's voices regarding local health and social care services are heard, we must listen to people from every part of our community in Waltham Forest. We collate patient experiences across the borough into a report for the NHS/LAS (e.g. hospitals, GP's care homes etc.) We also write up recommendations for local health and social care services, who are then required to respond stating how they are going to address these issues.

What you will be doing:

- Supporting Healthwatch in events and holding stalls across libraries, hospitals and other community settings.
- Attending wards or outpatient areas to communicate with patients, families and carers to record patient experiences.
- Providing support to patients, families and carers and listening carefully to their feedback.
- If needed, signposting people to a feedback and complaints team, or other organisations that can support people with their feedback.

Expectations:

PLEASE NOTE: Candidates for this role must be the age of 18yrs and over

- Good listening and communications skills, tolerant and companionate towards others.
- Be able to work as a team with other volunteers.

Other information:

Due to the sensitivity of this role, a Disclosure and Barring Service (**DBS**) check is **required** before participating in enter and view visits. The enter and view visits usually take between Monday to Fridays between 9.00 am -5.00pm.

Duration and commitment:

The time commitment is likely to vary depending on the location and the type of visit that is being taken.

Volunteer Project Officer

Purpose for this role:

Healthwatch Waltham Forest is committed to trying to make changes to health and social care services that reflect the needs of the people in the local community. Healthwatch Waltham Forest is currently working on getting younger voices heard in the health and social care sector. We need the assistance of young volunteers in these projects to thoroughly understand their issues. Some of these project groups are time limited, and come to an end when the piece of work is completed. The project groups are practically focused and made up of people who have similar interests in a particular area of health and social care who would like to see improvement.

What you will be doing:

- Going out to schools, colleges and universities to collect young people's experiences of health and social care services.
- Supporting Healthwatch on other upcoming projects.
- Openly learning by sharing information and ideas, while listening and encouraging others.
- Be willing to undertake training to develop knowledge and understanding, and demonstrate commitment to inclusivity and valuing diversity.
- Supporting Healthwatch Waltham Forest with other volunteer projects.

Expectations:

We are keen to work with people who have an interest in the focus areas of Healthwatch, especially for relevant background and professional experience.

Other information:

Healthwatch is currently working on projects to get young people's voices heard, we need more young volunteers to help us access issues in these areas. Each project has to be reported back to the volunteer officer.

Duration and commitment:

The role can be flexible; you decide the amount of time you would like to commit to assisting the group project.

Young Carers Volunteer

Purpose of this role:

To provide support to young people who have caring responsibilities for one or more family members. This will involve listening to and providing emotional support for the young carer, and help them explore their issues relating to school, friends and family. This might help the young carer to build resilience and develop healthy coping strategies, enabling them to find their own solutions to problems such as bullying, low self-esteem and social exclusion.

What you will be doing:

- Setting up a young carers group monthly, to meet and discuss issues or concerns that young carers face.
- To recruit young carers as 'Carer Ambassadors' to represent young carers and champion the views of young people's experiences of health and social care.
- To signpost young carers to various services. For example, health and social care services –GP/Hospitals/dentist/services etc.

Expectations:

PLEASE NOTE: Candidates for this role must be the age of 18yrs and over

- Be able to engage with young people and build trusting relationships.
- Be able to feel at ease in a busy environment.
- Some experience of working with young people and an understanding of the issues young carers face would be an advantage, but not essential.
- Partake in an induction and participate in other training required for the role.
- A commitment to the project, according to the duration of it.

Other information:

Each project has to be reported back to the volunteer officer.

Duration and commitment:

The role can be flexible; you can discuss and agree to this with your volunteer support officer.

Mystery Shopper

Purpose of this role:

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Waltham Forest will work to help local people get the best out of their health and social care services. Healthwatch listens to local voices allowing them to influence the delivery and design of local services.

Trying to influence local health and social care based on evidence collected from local community; providing information to local people about health and care services; being the local consumer champion; visiting local services power to observe and assess the quality of publicly funded health and social care services.

What will you be doing:

- Observe the quality of publicly funded health and social care services by visiting or contacting various services and acting as a service user.
- Accurately record findings and report them to the Volunteer Coordinator.
- Travel to various places across the borough.
- Participate in meetings with the volunteer coordinator and other volunteers.
- Follow the Healthwatch Waltham forest code of conduct and maintain confidentiality.

Expectations:

- Good verbal and written communication skills.
- Ability to record accurate findings and results.
- Have the confidence and ability to observe, and objectively evaluate health and social care services.
- Ability to work alone and as part of a team.
- An interest in local health and social care services would be an advantage.

Other information:

Full training and support will be provided, Mystery Shoppers will also shadow a volunteer coordinator and our experienced volunteers until they are confident in their role.

Duration and commitment:

The role can be flexible; you can discuss and agree to this with your volunteer support officer.