**Community Outreach Volunteer**

**Purpose of Role**

* To engage with members of the public in a professional manner
* To capture patient and public stories
* To involve members of the public in current Healthwatch Waltham Forest projects

**Volunteers will be required to:**

* To let members of the community know who Healthwatch Waltham Forest is and what do we do
* To visit Whipps Cross Hospital urgent and emergency care centre to collect the views of patients, staff and visitors about their experience
* To develop good working relationships with organisations and members of the community
* Provide feedback (either written or verbally) following any engagement with members of the public

**Skills/Experience:**

Essential

* Be reliable
* Be willing to learn
* Be confident to approach people
* A friendly outgoing personality
* Excellent verbal communication skills in order to communicate effectively with a wide range of people, including older people and those who have English as a second language
* Willingness to travel within the Redbridge area (travel cost will be reimbursed)
* Attend training sessions (as required)

Desirable

* Can work on own initiative
* Supportive and understanding
* Be able to work well under pressure
* Good organisational skills
* A commitment to and understanding of Equal Opportunities/Diversity