



VOLUNTEER TASK DESCRIPTION : Mystery Shopper

ROLE :

Mystery Shoppers help to improve the quality of health & social care services by acting as potential users of a service in the health or social care sector, in order to report back to Healthwatch what this experience is like. This forms the basis of an evaluation of a service and can indicate what is or isn't working well.

REQUIREMENTS:

- Carry out mystery shopping tasks related to health and social care services in Newham (chosen by Healthwatch)
- Observe/experience the service whilst acting as a service user (e.g. during a visit or when contacting a service).
- Evaluate the experience you receive, following guidelines and training given for this task.
- Use service websites to assess the ease of looking for service information.
- Record the findings and report back to Healthwatch Newham.
- Be able work on own initiative and equally as a member of a team.
- Ability to communicate effectively with a range of people
- Ability to be objective and observant.
- Good written and verbal skills.
- Appreciate the importance of confidentiality
- Time to give to the role – several projects are planned, details to follow.
- Office or home-based for some tasks i.e. checking service websites
- Able to follow guidance and instructions

SUPERVISION & SUPPORT

- Induction to the organisation and the role.
- Instruction to prepare you for the role.
- Regular volunteer support meeting with Healthwatch's Volunteer & Projects Worker . ☐
- Opportunities to become involved in other Healthwatch Newham activities.
- Travel costs incurred will be reimbursed
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- More information: 0203 866 2951 kate.hennessy@healthwatchnewham.co.uk
Kate Hennessy Volunteer & Project Support Worker