



VOLUNTEER TASK : Community Listener

ROLE :

COMMUNITY LISTENERS listen out for what people in their communities are saying about health and social care services. They meet us once a month to tell us about this.

Healthwatch makes sure this information – the good and the bad - is passed, in an anonymous form, to the people who run services. In this way, services find out what is or isn't working well and local people get their voice heard and influence how services are run.

The Community Listener role would be someone who mixes with local people regularly for example, at a playgroup or their children's school, whilst attending social/leisure activities or practicing a faith at a Mosque, Temple or Church etc.

You might attend a carers' group or a tenants' association – really any sort of meeting or gathering where you sometimes hear people talking about their

experiences of using health & social care service, is suitable for this purpose.

REQUIREMENTS :

- You meet local people regularly
- Good listener
- Willing to represent your community/acquaintances' views even if they differ from your own
- Willing to meet Healthwatch once month
- Reliable

SUPERVISION & SUPPORT:

- Induction to the organisation
- Instruction for the role.
- On-going guidance
- Regular volunteer support meetings.
- Travel costs that are incurred will be met. ?
- Opportunities to become involved in further Healthwatch Newham activities.

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