

Volunteer Information Pack

Background

Healthwatch Newham is an independent charity for health and social care. We run events, projects and activities to gather local people's views, experiences, comments or concerns about health and social care services in Newham. By getting out and about in the community, we aim to reach a wider section of the community to ensure their voices are heard. The information we collect is then shared with local decision makers to ensure services meet the needs of the people who use them.

Volunteers are central to the work we do and are grateful for their commitment and dedication to support our work. As local residents, students and members of local communities, volunteers can provide an invaluable insight into local needs, issues and how health and social care services are delivered.

Volunteering for Healthwatch Newham

Volunteers participate in a range of projects, , including visiting community group, attending council and health and social care services meetings and engaging with the local community, patients and service users about their experiences.

Volunteers join Healthwatch of many different reasons, from gaining and improving their skills and knowledge of the health and social care system, wanting to help improve a specific service of which they have a personal experience to giving back to the community and making to voice of the community heard to affect change.

Below is a list of the different volunteering opportunities available at Healthwatch Newham, role descriptions and key tasks. You do not need to decide which role you are interested in at this stage.

Purpose of the Role	Key tasks	Key skills and requirements
<p>An Enter and View Representative is a trained volunteer who participates in Healthwatch's 'Enter & View' visits. 'Enter & View' visits are conducted by a small group of staff and volunteers who visit health and social care services to evaluate the service being provided. Following the visit, a report is written by the group on their findings which becomes a public document.</p>	<ul style="list-style-type: none"> - To prepare for group visits to health and social care services by researching and reading background information about the service being visited. (e.g. CQC Report; Website) - To take part in the visit looking at all aspects of the service provided, observing and noting relevant information, and talking to staff, relatives and service users about the service - To contribute to the written report that is produced after the visit - To take part in follow-up visits, after an initial visit has taken place, where significant recommendations were made 	<ul style="list-style-type: none"> - Some knowledge or understanding of health and social care service provision - Good written English skills to a level enabling contribution to report writing - Good IT skills and access to a computer - Good interpersonal skills with the ability to work within a team - Understanding of the importance of confidentiality and ability to respect this at all times - Willingness to undergo an enhanced Disclosure and Barring Scheme (previously CRB) background check - The ability to travel around the Borough
<p>The role of a Mystery Shopper is to act as a potential user of a service in a health or social care environment in order to report back to Healthwatch about their experience. This forms the basis of an evaluation of a service and can help to identify issues and areas of improvement.</p>	<ul style="list-style-type: none"> - 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) - Use service websites to assess the ease of looking for service information - Record the findings and report back to Healthwatch Newham 	<ul style="list-style-type: none"> - Can communicate effectively with a range of people - Can be objective and observant - Good verbal skills - Able to follow guidance and instructions
<p>Listening to what local people in the community are saying about health and social services is a way to enable them to have their voices heard. The Community Listener role may be suited to someone who often interacts with local people.</p>	<ul style="list-style-type: none"> - To meet with local people on a regular basis. For example, through attending social/leisure activities or participating in local gatherings where you may hear about people's experiences with services. - To report issues raised regarding health and social care in the borough to Healthwatch Newham 	<ul style="list-style-type: none"> - Willing to represent your community/acquaintances' views even if they differ from your own - Reliability - Good listening skills - Good verbal skills - Ability to engage with people within the community

Purpose of the Role	Key tasks	Key skills and requirements
<p>The role of an Ambassador involves talking to many communities and individuals in Newham which in turn provides an opportunity to learn more about community research, engagement and development. Ambassadors can represent Healthwatch at public meetings, run stalls at events, promote our work and feedback to Healthwatch on points raised at the meeting.</p>	<ul style="list-style-type: none"> - To engage with a range of communities and individuals in Newham, including at events - Assisting people to complete questionnaires or hold small group conversations and workshops - Represent Healthwatch and the views of Newham residents - Note taking during meetings or forums that Healthwatch Newham attend 	<ul style="list-style-type: none"> - Knowledge or understanding of health and/or social care policy Data inputting - Knowledge or willingness to learn about the work of Healthwatch - Able to travel around the Borough of Newham to attend events & meetings - Verbal skills - Written and IT skills

General Requirements & Skills for all Roles

- Can communicate effectively with a range of people
- Can work on own initiative and equally as a team member
- Understand the importance of confidentiality
- time commitment required may vary, on average a couple of days every six weeks depending on your availability. However, if you would like more involvement or less this can be discussed
- Ability to travel around the Borough as and when required – may depend on specific role

General Supervision & Support

- Induction to the organisation and role
- Training, ongoing guidance and support to deliver the role confidently
- support with the Volunteer and Project Officer to discuss your role, issues and future interests
- Travel costs incurred will be reimbursed – This may depend on role

How to apply

To apply for a volunteering role, please complete the application form which you can download at www.healthwatchnewham.co.uk/volunteering. Once we receive your application, we will contact you to arrange an informal interview and if successful, you will join our volunteer training course to prepare you for the role.

For further information, a postal application pack and if you have any questions please contact:

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We look forward to hearing from you!