

Volunteering opportunity: Healthwatch Contact Point Volunteer Role Description

Purpose of the role:

1. To talk to people about their experiences of health and social care services in the city in order to provide Healthwatch with intelligence about what it is really like to use local services which we can use to work for service improvements.
2. To promote the Healthwatch Information Line as a source of helpful information to answer questions about local health and social care and the Healthwatch Independent Complaints Advocacy service as a source of help for those making and NHS complaint. Making active referrals to these services where possible.
3. To promote involvement in Healthwatch Coventry through Healthwatch membership and other routes for involvement.

Specific tasks:

- Running Healthwatch Contact Points in NHS and community settings to collect and record people's experiences of health and social care services.
- Recognising if people have a question about local NHS or social care services which the Healthwatch Information Line could help with and either signposting people to this service or getting consent for the Information Line to contact them.
- Recognising if people wish to make a complaint through the Healthwatch ICAS service and signposting or referring people to this service when relevant.
- Carrying out surveys on particular topics (to support Healthwatch campaigns) either by giving out questionnaires for people to complete themselves or asking questions and completing questionnaires with members of the public
- Generally promoting the work of Healthwatch Coventry and how people can be involved.
- Making sure information about Healthwatch in different locations is up to date and displayed

What kind of person are we looking for?

We are looking for people who like talking to others, are approachable and feel comfortable approaching and talking to people.

You should be able to:

- explain things simply
- listen to other people well
- be interested in the experiences of others
- record information accurately
- be non judgemental and value diversity
- have good recall skills

Other skills and abilities:

- interested in the health and wellbeing of the local community
- wanting to contribute to a positive impact on health and social care services
- able to attend training and briefings as and when required
- able to deal with confidential information sensitively and appropriately
- able to travel around Coventry using public or own transport

What is Healthwatch?

Healthwatch is the consumer champion for NHS and social care services in Coventry. Our job is to argue for the interests of all who use health and social care services. We give local people a powerful voice - making sure that views and experiences are heard by those who run, plan and regulate health and social care services. We are independent of services (such as hospitals and GPs) and decide our own programme of work.

Why are volunteers important to Healthwatch?

Volunteers make a very important contribution to our work and the activities enabling us to gather the views and feedback of local people about their service, work for better services and hold services to account. We could not do our work without our volunteers.

What's in it for you?

Healthwatch Coventry is all about making things better by enabling local people to have a voice, including vulnerable and less heard people. Information Point Volunteers will play a key part in enabling people's experiences of health and social care services to be shared. Information gathered will feed into the overall picture of what is good and bad within local services.

As a Information Point volunteer you will:

- Have a unique opportunity to increase your knowledge and understanding around health and social care.
- Gain confidence in talking to the public
- Gain experience in recording information

You will be working with others to make sure Healthwatch carries out its important role of enabling local people to influence how NHS and social care services are delivered. Sometimes a small change can make a big difference to peoples' experiences.

You will be supporting your local Healthwatch to be a critical friend to NHS and social care services and to become a strong independent voice for Coventry.

Expenses and Training

Travel and out of pocket expenses related to the role can be claimed back. All volunteer will attend free Induction training.

How do you apply?

Contact the Healthwatch Coventry Volunteering Officer, Kerry Vieira by emailing healthwatch@vacoventry.org.uk, calling 024 7622 0381(option 5).

For more information visit our website at www.healthwatchcoventry.co.uk