

Healthwatch Coventry ICAS Support Volunteer Role Description

What does this volunteer do?

The Healthwatch ICAS (Independent Complaints and Advocacy Service) Caseworker provides step by step support to people going through the NHS complaints process. The ICAS Volunteer will help the ICAS Caseworker by liaising with clients by telephone, letter and email and by accompanying the ICAS Caseworker to meetings and home visits with clients. They are also required to research information and take notes at client meetings.

They will use their analytical skills to assist the ICAS Caseworker when reviewing medical evidence and dealing with complex information.

This is a regular weekly volunteering role which will involve being in an office environment at Coventry Law Centre and attending appointments with the ICAS Caseworker.

Support and co-ordination will be provided by the Healthwatch ICAS Caseworker and the Healthwatch Volunteering Officer.

Examples of likely tasks include:

- Researching legal, medical and health related information using paper based literature and the internet
- Accompanying the ICAS caseworker to meetings with clients and taking notes
- Contacting clients and services by telephone, letter and email to update them and to request information
- Sending out template and bespoke letters
- Updating computer records and paperwork

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 very important contribution 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 kind of person are we looking for?

- People with good analytical skills
- People who enjoy reading and checking through documents
- Able to work alone and recognise when to seek support
- Interested in research and keen to learn
- A good communicator
- Excellent literacy skills

You should be:

- Inquisitive - interested in reading and researching legal and medical information
- Able to write clearly and precisely
- be non judgemental and value diversity
- be interested in learning about the law and health services
- able to deal with sensitive/confidential information appropriately
- able to remain calm when dealing with distressing situations
- IT literate with a good telephone manner
- Willing to work within ICAS and Healthwatch principles and code of conduct

What's in it for you?

ICAS gets involved in the most detailed part of Healthwatch work, supporting people 1-to-1 who have a serious complaint about an NHS service they have received and assessing evidence to establish facts and important legal information.

This is a unique opportunity to:

- Gain experience of medical law
- Gain interview skills
- Learn about the NHS complaints process
- Gain knowledge of local health and legal services

Expenses and Training

Travel and out of pocket expenses related to the role can be claimed back.

You will be required to attend an Induction training day with Healthwatch and receive an induction with Coventry Law Centre.

You will be supported by the Healthwatch ICAS Caseworker and Healthwatch staff.

How do you apply?

Contact the Healthwatch Coventry Volunteering Officer: Kerry Vieira by emailing healthwatch@vacoventry.org.uk calling 024 76220381 (option 5).

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

