

Healthwatch Coventry Service Quality Volunteer Role Description

What do these volunteer do?

Quality volunteers help Healthwatch work to act as a critical friend to health and social care services by using their analytical skills and/or knowledge about a specific service area or client group.

This is an ad hoc volunteering role which can involve doing tasks alone and feeding back and the potential for attending some meetings set up for specific purposes.

There is scope for volunteers to focus on particular service areas or service groups of interest to them.

Support and co-ordination will be provided by the staff team.

Examples of likely tasks include:

- Reviewing documents and providing feedback by email or phone to the lead staff member in the office
- Potentially attending ad hoc meetings with service managers to discuss service plans
- Reviewing NHS Trusts Quality Account documents and involvement in following up on work to address quality priorities
- Providing comments on consultations

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 analytical skills
- People who enjoy reading and checking through documents
- Able to work alone and come together with others
- People who want to contribute to a positive impact on local health and social care services.

You should be:

- questioning - able to form questions about the information you see, so that these can be asked of service managers and commissioner
- able to provide the lay perspective
- be non judgemental and value diversity
- have some understanding of health and social care services
- able to deal with sensitive/confidential information appropriately
- able to work co-operatively and constructively

What's in it for you?

Healthwatch Coventry is all about making things better and including people. This role offers a unique opportunity to help make Healthwatch Coventry effective.

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 you make related to the role can be claimed back.

Induction training for the role will be given plus support from Healthwatch staff via meetings, telephone or other preferred method of correspondence.

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

