

## **Community Outreach Volunteer role description**

### **Introduction**

We are the health and social care champion for Coventry people. People's views come first – especially those who find it hardest to be heard. We listen to what people think about NHS and social care services and tell those who plan and run services what people say works and what should be changed.

Volunteers make a very important contribution, enabling us to gather the views and feedback of local people. We could not do our work without our volunteers.

### **About the role**

Outreach volunteers help us to hear from local people about their experiences of using health and social care services.

Volunteers support Healthwatch to reach out to communities in our City helping us to make sure we hear from all of our communities so that they have a voice.

### **What kind of person are we looking for?**

This is a people focused role for someone who enjoys meeting people and is interested in people.

You should be able to, and, be comfortable with:

- Listening to people
- Empathising with others and not judging people
- Proactively approaching individuals, building rapport and conversation
- Explaining the role of Healthwatch to others and responding to questions

- Dealing with confidential information sensitively and appropriately
- Recording information
- Travel to different locations in Coventry using your own or public transport
- Valuing diversity and equal opportunities
- Attending training and briefings as and when required

### **More about the role**

The role will be carried out at different venues and locations including: group meetings; events such as fetes and open days; public venues eg community centres and cafes and many more. Tasks include:

- Collecting people's experiences of health and social care services
- Supporting people to complete health and social care feedback questionnaires
- Recording feedback at meetings and events
- Promoting Healthwatch within the community and raising awareness

Healthwatch Coventry community engagement activities are planned ahead of time and you are able select days and events to suit your schedule.

### **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.

By volunteer you will play a key part in ensuring health and social care services meet the needs of everyone.

As a volunteer, you will:

- Know you are helping your local community
- Gain practical experience of working in local communities
- Learn more about health and social care services in Coventry
- Improve your own well-being and quality of life though volunteering
- Be invited to join in with other Healthwatch Coventry projects
- Be invited to Healthwatch events and training

## **Expenses and Training**

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

Free training for the role will be given for the role.

You will be invited to Healthwatch events

## **How do you apply?**

Contact the Healthwatch Coventry Team, by emailing [yoursay@healthwatchcoventry.co.uk](mailto:yoursay@healthwatchcoventry.co.uk) or calling 0300 012 0315.

For more information visit our website at [www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)