

## Role Description

### Healthwatch Link Volunteer

#### Introduction

Healthwatch is the independent local champion for Coventry people for health and social care services. 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.

#### About the role

You will tell people who you already know about Healthwatch, what we do, encourage them to share their experiences of using health and social care services and sign up to join our local Healthwatch network.

#### Tasks a Link Volunteer will be doing

- Listening to people's experiences and encouraging them to share them with us
- Making people aware of surveys or groups we're running
- Distribute digital or printed information we may give you (e.g. leaflets, posters, etc.) to people you know
- Keep a simple record of how many people you've spoken to and share this with us
- Attend (in person or by phone) support sessions with the Volunteer Co-ordinator

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

We are looking for people who enjoy speaking to people they know, or may meet, in their personal life, at work, in education or through shared hobbies, about Healthwatch. We want to hear from people who are friendly, reliable and good listeners. This role would suit individuals or leaders of community groups, such as self-help, peer support or shared interest groups.

This volunteering role is very flexible, which means you don't have to commit to specific days or times.

#### You should be able to:

- Identify suitable opportunities to share information about Healthwatch in your day-to-day life

- Show empathy when listening to people's experiences
- Recognise the limitations of the role and seek the advice of the Volunteer Co-ordinator if you are unsure what to do
- Attend induction training
- Follow local and national COVID-19 regulations whilst carrying out the role

#### Other skills and abilities:

- access to the internet and email would be helpful
- speaking another language as well as English would be welcomed

### Why are volunteers important to Healthwatch?

Volunteers make a very important contribution to our work and our activities, helping us to gather the views and feedback of local people about their experiences of services, 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. Link Volunteers will play a key part in ensuring health and social care services meet the needs of everyone. The role will help ensure no one is left unable to access information about Healthwatch Coventry or local health and social care services. The role will directly help people know why they should share their experiences with us and how to do so.

As a Link Volunteer you will:

- Know you are helping your local community
- Learn more about health and social care services in Coventry
- Be invited to join in with other Healthwatch Coventry projects
- Be invited to Healthwatch events and training (these may take place remotely, depending on the COVID-19 guidelines)

### Expenses and Training

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

### How do you apply?

Contact the Healthwatch Coventry Engagement and Volunteering Co-ordinator, by emailing [yoursay@healthwatchcoventry.co.uk](mailto:yoursay@healthwatchcoventry.co.uk) or calling 0300 0120315.

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