

## Clear Information Volunteer role description

### Introduction

We are the health and social care champion for local 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.

The NHS produces a lot of information for the public and for patients. It is important that the information is easy for us all to understand to help us to make some important choices and decisions about our health needs. But sometimes information is not that clear.

### About the role

You will look at public or patient information such as websites, videos, leaflets, or letters produced by local health and social care services to see how easy they are to understand and then share your views with Healthwatch Coventry. This role is very flexible, you don't have to commit to specific days or times. We will send you the information to review as and when we need to and, if you're able to help, you'll let us know.

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

This role is for anyone living in Coventry – you don't need any specialist skills or qualifications.

We want to ensure we are recruiting lots of different volunteers from different backgrounds in Coventry so if you usually need information provided in a different format (e.g., Easy Read, BSL, Braille, large print, etc.) your experience would be very valuable and we want to encourage you to apply for this role.

### You should be able to:

- have some time to look at or read information written for the public
- use and have access to a computer or other device that can connect to the internet (if you don't have this, you could still be involved in looking at paper copies of leaflets)
- volunteer from home

You can provide your feedback in a way that suits you; by email, by phone or video call, or in another way you're comfortable with.

## Why are volunteers important to Healthwatch?

Volunteers make a very important contribution to our work and our 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. Clear Information 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 local services that are important to them.

As a Clear Information 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)

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 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 **024 7622 0381 option 3**.

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