

JOB DESCRIPTION

Title:	Healthwatch Volunteer Co-ordinator
Employed by:	Voluntary Action Coventry
Location:	Office based with significant time in community and health and care settings
Reports to:	Engagement Lead Officer
Salary:	£28,000 pro rata, 7% employer pension contribution (NB the current funding agreement for the delivery of Healthwatch by VAC runs to 31 July 2023), however the function of local Healthwatch is ongoing)
Hours:	25 hours per week Work outside post holder's normal working hours, evening and/or weekend work to support Healthwatch activity is required.

CONTEXT

Healthwatch Coventry is delivered by Voluntary Action Coventry a local Charity. Healthwatch Coventry is part of network of 151 local Healthwatch in England. Our mission is to champion the voices and interests of local people in health and social care services. We're here to find out what matters to local people and make sure their views and experiences shape services by sharing these and working with those who run and plan services. We also help people find the information they need about services in their area. The Healthwatch role is defined in legislation.

PURPOSE OF THE ROLE

- To grow the volunteer base of Healthwatch Coventry by recruiting, and supporting volunteers into different roles to deliver pieces of work and activities
- To plan and co-ordinate work/activities volunteers will carry out to seek out the experiences of patients, service users and the public on matters relating to Health and Social Care in Coventry
- To collect, record and marshal information so that the voice of local people can be heard by the NHS and social care.

MAIN RESPONSIBILITIES

- To promote volunteering in Healthwatch Coventry to local people and recruit people to our roles
- To plan, set up and co-ordinate time limited and ongoing pieces of work involving volunteers including enter and view visits to NHS and social care services and community outreach activities
- To develop how Healthwatch Coventry involves volunteers

- To assess individual's skills and support needs to aid the development of volunteers' knowledge, competence, and skills
- To provide one-to-one and group supervision for volunteers and undertake problem solving as necessary
- To run volunteer training with the Healthwatch Engagement Lead in line with Healthwatch policy and practice (this will be training for new volunteers, and any new training required over time)
- To maintain volunteer records and work with Healthwatch Support Officer on DBS checks and other team members as part of the agreed process
- To co-ordinate volunteer activity e.g. rotas, meetings, volunteer write ups of information gathered and debrief on activities
- To record information gathered from local people, and keep records of activities in line with agreed Healthwatch recording systems/procedures and produce reports as needed
- To maintain an understanding of topics related to volunteering roles, such as safeguarding; dementia awareness and adopt good practice guidance on involving volunteers etc
- To build relationships within NHS and care services and across other organisations to facilitate our work
- To develop and maintain an understanding of local health and social care services

OTHER DUTIES

- To provide cover for the Healthwatch information helpline as required – responding to individual questions relating to health and social care from the public
- To support Healthwatch outreach work and communications and promotion work as required

GENERAL DUTIES

- To be flexible and provide cover for other team members as required and carry out associated duties that may arise
- Abide by organisational policy, codes of conduct and practices
- Maintain a thorough working knowledge of Healthwatch data protection and safeguarding processes
- Keep up to date with Healthwatch England information and guidance
- To enact the values of Healthwatch and Voluntary Action Coventry
- To take responsibility for personal learning and development

PERSON SPECIFICATION
Healthwatch Volunteer Co-ordinator

Criteria	Specification	Essential (E) or Desirable (D)
Experience	Experience of managing or co-ordinating volunteers or staff	E
	Experience of providing one to one support or supervision	E
	Experience of external relationship building	E
	Experience of working to project plans, or doing time focused pieces of work	E
	Experience of working with BAME communities or people from excluded or disadvantaged communities	D
	A local connection with Coventry and Coventry communities	D
	Experience of devising, contributing to or running training	D
Skills	Ability to form and maintain good working relationships with different people	E
	Active listening skills	E
	Written communication skills: ability to write for a public audience in plain, clear English	E
	Organisational skills, the ability to plan and prioritise	E
	Ability to think analytically and critically to ask relevant questions and look below the surface	E
	Ability to work collaboratively on shared pieces of work with your team members/managers	E
	IT skills including: Microsoft Office: Excel, Outlook; and Social Media	E
	Speaking a local community language	D
Knowledge	Knowledge of good practice in supporting, motivating and co-ordinating volunteers	E
	Understanding of the needs and challenges faced by diverse and excluded communities	E
	Understanding of monitoring and evaluation approaches	D
Behaviours	Commitment to Voluntary Action/Healthwatch values, policies and procedures including all policies related to volunteers/volunteering	E
	Commitment to develop own learning	E
	Commitment to work flexibly to meet the needs of VAC and Healthwatch Coventry, including evening or weekend work as necessary and planned	E
	Full driving license and use of a car to travel to undertake Healthwatch work in different locations as needed and to transport Healthwatch equipment etc	E

Contra-indicators

Any previous convictions which would render the person unsuitable to work with vulnerable people or enter premises where vulnerable people are being cared for. This post is exempt under Section 4 (2) of the Rehabilitation of Offenders Act, and the successful candidate will be DBS checked prior to taking up the post.