

## Healthwatch Coventry volunteering roles

Volunteers are really important to our mission of ensuring that NHS and social care services are more patient and service user centred. Training and supervision and out of pocket expenses will be provided to volunteers.

### Contact Point Volunteer

This role is to gather peoples' views on health and social care services and promote Healthwatch. They

- talk to people about their experiences of health and social care services,
- promote the Healthwatch Information Line as a source of helpful information to answer questions about local health and social care
- promote involvement in Healthwatch Coventry through Healthwatch membership and other routes for involvement.

Tasks include completing surveys with people; talking to people and recording their experiences of health and care services; explaining the work of Healthwatch Coventry.

Contact Points are either regular stalls in NHS locations or pop up stalls at community venues. This role will involve being a member of at least a team of 2.

### Authorised Representatives

The role is to carry out visits to NHS and social care services to see how they are delivered and gather information from people using the services. Volunteers are recruited to a specification and via an application process.

Successful completion of specific training courses meeting Healthwatch England good practice is required as well as completion of DBS check.

There is the option for focus on social care and or NHS services. Authorised Representative work in small teams to carry out visits to services. Recording the information gathered on visits is an important part of the role.

### Service Quality

Service quality volunteers help Healthwatch to act as a critical friend to health and social care services by using their analytical skills and/or knowledge about a specific service or client group. They do things such as reviewing service plans and consultations.

This is an ad hoc role that involves doing tasks alone and feeding back to Healthwatch staff.

Find out more by contacting us:  
024 7622 0381 option 3  
[healthwatch@vacoventry.org.uk](mailto:healthwatch@vacoventry.org.uk)

