

Mystery Shopper Volunteer

Role Description

Purpose of role

Our Mystery Shoppers roles require someone who is interested in helping raise the quality of services provided in the health and social care sector in West Berkshire by experiencing and evaluating relevant services.

Duties & Responsibilities

- To conduct mystery shopping tasks within selected health and social care services within West Berkshire.
- To observe and experience the quality of the selected service by visiting in person/contacting by phone/visiting website whilst acting as a service user
- Accurately record the findings and report them back to Healthwatch West Berkshire
- Be able to carry out this voluntary role a few times per year, according to need

Skills/Experience/Knowledge

- Be a resident of West Berkshire with sufficient time to give to the role
- Be able to travel around the local area if required
- Have an awareness of, or personal interest in, health and/or social care services.
- Have a good understanding of confidentiality
- Be able to follow guidance and instructions
- Be able to work under own initiative and equally as a member of a team.
- Ability to communicate effectively and confidently with a range of people.
- Ability to be objective and observant
- Good written and verbal skills
- Legible handwriting
- Excellent organisational skills



Training & Support

- Full Training to prepare you for all aspects of the role
- Free on-going training opportunities
- Support from allocated Healthwatch West Berkshire staff
- Regular volunteer meetings
- Opportunities to become involved in other Healthwatch West Berkshire activities.
- Covered by Healthwatch West Berkshire insurance policy whilst undertaking your duties.

Expenses

Associated expenses (public transport/mileage to and a from a visit and car parking fees) will be reimbursed upon completion of a volunteer expenses form and submitted to Healthwatch West Berkshire together with relevant receipts/tickets within 2 months.

Benefits of being a Mystery Shopper Volunteer?

- Increase your confidence and communication skills
- Knowing that your skills and experience are contributing to the improvement of local health and social care services
- Being part of a team of volunteers and meeting new people
- References to add to your CV
- Being part of an organisation that is championing the rights of health and social care consumers



.....and you will be a valued part of the Healthwatch West Berkshire team, in helping us to become an influential and effective patient and public voice.

If interested please visit www.healthwatchwestberks.org.uk or email contact@healthwatchwestberks.org.uk or call 01635 886 210

