

Community Engagement Volunteer

Role Description

Purpose of role

Our Community Engagement volunteer 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 getting more people in the local community to talk about their experiences of health and social care, and getting more people talking about what they want from their health and social care in West Berkshire.

Duties & Responsibilities

- Assist with running stalls in the community promoting Healthwatch around West Berkshire helping us to find out what the issues are locally
- Assist in carrying out face to face surveys and questionnaire surveys
- Assist in interviewing local people about their views and experiences of using health and social care services
- Assist with Healthwatch events i.e. greeting delegates and registration
- Maintain confidentiality in accordance to our confidentiality policy.

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 work under own initiative and equally as a member of a team.
- Ability to communicate effectively and confidently with a range of people.
- Open minded
- Patient and reliable
- Ability to work in respectful and professional way



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 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 Community Engagement 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