

# Volunteer role descriptions

Examples of different volunteer roles and their responsibilities.

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## Introducing Healthwatch

### Introduction to Healthwatch Norfolk

Healthwatch is the champion for people using health and social care services. We listen to people's views about health and social care service including their experiences and encourage health and social care services to involve people in decisions that affect them.

We work for positive change in health and social care in Norfolk as well as highlight good practice within services.

We rely on volunteers like you to help make services better. Here's how you can get involved with Healthwatch Norfolk.

### Key benefits of volunteering

As a volunteer, you will support Healthwatch Norfolk in fulfilling our purpose in being the champion for people using health and social care services. You will make a difference by connecting with people in your local community, including those whose voice is seldom heard so their experiences can help make health and care better.

There are many benefits to volunteering with your local Healthwatch. These include:

- An opportunity to contribute positively to your local community, help people, and make a real difference to their lives
- A chance to learn new skills with training and personal development opportunities
- A useful stepping stone to employment
- An opportunity to meet a diverse range of people and develop connections with people in your local community
- Being part of a great team of volunteers, with dedicated staff to support you

## Role descriptions

### Publications and Document Editor Volunteer

#### Overview

One of Healthwatch's statutory duties is to involve people in the scrutiny of health and social care services. Healthwatch Norfolk wants our website and information to be accessible to everyone. Your role will be to help us get this right, no matter people's needs.

In addition to producing and reviewing our own materials, we are regularly invited to read over documents from health and social care organisations to ensure they are user friendly. We are also asked to provide feedback or comments on information produced and provided by health and social care organisations.

#### Why should you be a Publications and Document Editor?

In this role you will help to make our information, and that of health and social care organisations, more accessible. You may find yourself looking through documents, leaflets or papers to make comments on how to improve them or to support Healthwatch staff to respond to a request for a Healthwatch to provide a comment or response to a particular care issue. In making information clearer for people you will be enabling them to understand what is happening to health and care in their community and the impact sharing their experience makes.

#### What will the role involve?

- Looking over information materials and reports produced by Healthwatch and other organisations to ensure they are accessible to the general public and/or its intended audience
- Working with colleagues at Healthwatch to produce a response to health and social care related papers/ documents such as an NHS Trust Quality Account

#### Personal specification/requirements

- Experience of using Microsoft Office, including Word
- Be comfortable volunteering from home
- Ability to write in a clear and simple style
- Ability to understand the different ways to communication with different audiences
- Access to the internet/email
- Able to use your own initiative but comfortable in asking for help when needed
- Respectful of confidentiality

#### How we will support you?

As well as the Healthwatch Norfolk volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll receive full training and be part of a team who'll make sure your volunteering experience is positive.

### How much time is involved?

Our volunteering roles are flexible and fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

This role will be as and when required.

### How to apply

You can apply for this role by filling out our application form.

If you have any questions or you would like to find out more, please call us on 0808 168 9669 or email [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk)

Please outline any accessibility requirements that you may have in the application form.

We look forward to hearing from you.

## Enter and View Volunteer

### Overview

An Enter and View Volunteer listens to people's experiences of health and care services, including people living in residential homes to understand what is working well and what can be improved.

### Why should you be a Enter and View Volunteer?

You'll be helping to make life better for people by using the insight to make tangible differences to health and care services. You'll meet a wide range of people who rely on health and care services. You'll gain valuable experience which may support your job aspirations. You'll meet new people, be part of the Healthwatch team who act as the public champion for health and care and make a difference for your local community.

### What's will the role involve

- You'll be part of a team which plans Enter and View visits, including speaking to service managers.
- You'll talk to people, including family members, carers and staff to get a full picture about how services are working
- You'll record these experiences and with your team write a report on what's working well and areas for improvement
- You'll support the Healthwatch staff who talk to service managers about the changes needed
- As part of a team, you'll check back to make sure the changes are making a difference

### Personal specification/requirements

- Comfortable talking to people from a range of backgrounds, including about sensitive
- Balancing being warm and approachable with maintaining impartiality
- Ability to analyse information to find out what's working well or needs improvement
- Enjoyment and ability to work in a team

- Computer skills, including Microsoft Word

### How we will support you?

As well as the Healthwatch Norfolk volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll receive full training and be part of a team who'll make sure your volunteering experience is positive.

### How much time is involved?

The Enter and View Team organise visits over several weeks usually with one or two visits each week. Each Enter and View visit lasts approximately 3-4 hours.

### How to apply

You can apply for this role either by filling out our application form.

If you have any questions or you would like to find out more, please call us on 0808 168 9669 or email [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk)

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## Board Members/Trustees Advisory Group

As a Board member you will play a role in setting the strategic direction of Healthwatch Norfolk, ensuring that the Healthwatch Norfolk vision, aims, and values are upheld. Deliver an effective Healthwatch in line with legislation.

### Why should you be a Healthwatch Board member?

Healthwatch Norfolk is the only champion for people who use health and social care services in Norfolk.

We have a vital role to play in ensuring people in Norfolk are engaged, listened to and provided with an avenue to tell us their views and opinions. By people sharing their experiences with us we can bring these to health and care providers and decision makers in Norfolk to influence services to make them better.

You will play a crucial role in making sure the way that Healthwatch Norfolk is governed. Good governance leads to good delivery. We need your skills, abilities, knowledge and experiences to be the best we can be.

### What will the role involve?

- Having a clear understanding of the role of Healthwatch and working with other Healthwatch board members and staff team to plan, review, evaluate and oversee Healthwatch Norfolk
- Promote Healthwatch and our role within the local community
- Being accountable for Healthwatch delivery and ensuring the organisation adheres to its purpose, acts in the best interest of the organisation, manage resources appropriately and comply with the organisation governing document and the law

- Produce Strategy and Business Plan with Healthwatch CEO
- As an advisory group member be accountable for delegated responsibilities from the Healthwatch contract holding board
- Uphold the Healthwatch brand by adhering to Healthwatch values and behaviour whilst minimising and mitigating risks to delivery and reputation
- Engage with appropriate local people within [insert area name], to understand the strategy for the delivery of health and care services.
- Having a clear understanding of legal responsibilities as a board member and expectations as an individual member and collectively as a board.
- Keep up to date with governance good practice and implement this in Healthwatch Norfolk

### Personal specification/requirements

- Ability to work as a team with other volunteers and staff
- Effective communication skills and ability to ask questions, listen well and provide challenge when needed and appropriate
- Decision making skills
- Experience of using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided in the latter)
- Respect and ability to keep confidentiality

### How we will support you?

As well as the Healthwatch Norfolk volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll receive full training including a Board member induction and be part of a team who'll make sure your volunteering experience is positive.

### How much time is involved?

The Healthwatch board meets once a quarter. You will also need to set a few hours aside a month for reading and preparing for the meeting. If you become a member of a sub- group or committee this will require an extra time commitment.

### How to apply

Trustee positions are advertised on our website when there is a vacancy.



## Community Engagement Volunteer

As a Community Engagement and Outreach volunteer, you will play an important role in speaking to people in the community about their views on local health and care services. You will speak to with people via hospitals, libraries, shopping centre stalls, Healthwatch and community events. Online engagement via social media and other platforms may also be part of this role.

### Why should you be a Healthwatch Community Engagement Volunteer?

If you like talking and listening to people, this is the right role for you. We have a vital role to play in ensuring people in Norfolk are engaged, listened to and provided with an avenue to tell us their views and opinions.

By people sharing their experiences with us we can bring these to health and care providers and decision makers in Norfolk to influence services to make them better. You will be an essential part of our team in ensuring people's voices are collected and heard in the right places. We need you to be the best that we can be.

### What will the role involve?

- Working with Healthwatch volunteers and staff team to reach out into different communities to get people's views on health and social care services
- Planning engagement activities with other volunteers and staff members
- Engaging people using online platforms e.g. Zoom, Microsoft Teams and/or via phone
- Keeping a record of people's experiences and give these to Healthwatch staff members
- Holding engagement and information stands in community areas such as hospitals, GP Surgeries and dentists
- Talking to and gathering views of the public and reporting this back to us
- Helping us conduct surveys and consultations with local people

### Personal specification/requirements

- Effective communication skills and ability to ask questions and listen well to engage with people
- Enjoys meeting with and talking to members of the public
- Empathy towards people
- Passionate about improving local health and social care services
- Able to separate own experiences from other people's issues and to faithfully present the views of the people they represent
- Able to work as a team with other volunteers and staff
- Experience of using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided in the latter)
- Respectful of confidentiality



### How we will support you?

As well as the Healthwatch Norfolk volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll receive full training including induction to Healthwatch and be part of a team who'll make sure your volunteering experience is positive.

### How much time is involved?

Our volunteering roles are flexible and fit around your schedule. Ideally, our local Healthwatch Volunteers would be able to make a regular commitment to the role on a weekly or monthly basis. Engagement can vary seasonally, with more opportunities in the warmer months.

We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

### How to apply

You can apply for this role by filling out our application form.

If you have any questions or you would like to find out more, please call us on 0808 168 9669 or email [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk)

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We look forward to hearing from you.

## Healthwatch Representation Volunteer

### Overview

Healthwatch Norfolk is invited to numerous meetings and events, and we need volunteers who are happy to attend some meetings and events on our behalf.

### Why should you be a Healthwatch Representation volunteer?

If you have a passion for using your voice to influence people and would like to work with a team of staff and volunteers representing Healthwatch Norfolk at meetings and events, then this is the right role for you. Healthwatch Norfolk's role is ensure people in Norfolk are engaged, listened to and provided with an avenue to tell us their views and opinions about health and social care services.

The representation role is one of influence and both giving and receiving information to and from partner/external organisations who have the role of decision making within health and care.

### What will the role involve?

- Attending meetings on behalf of Healthwatch to share intelligence with providers, commissioners
- Collect, record and feedback essential information to Healthwatch that contributes to Healthwatch projects, planning and overall delivery
- Work with staff member to plan key points to share at meetings and events where you are representing Healthwatch Norfolk
- Working with Healthwatch volunteers and staff team to uphold the Healthwatch brand

- Engaging people using online platforms e.g. Zoom, Teams

### Personal specification/requirements

- Some understanding of the Health and Social care sector and the issues which service users, patients, carers and residents face when accessing publicly funded services
- A willingness, capacity and confidence to voice these issues at strategic forums.
- Ability to build relationship with key health and social care, voluntary & community sector stakeholders
- Ability to work as a team with other Healthwatch volunteers and staff
- Respectful of confidentiality
- Experience of using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided in the latter)

### How we will support you

As well as the Healthwatch Norfolk volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll receive full training including induction to Healthwatch and be part of a team who'll make sure your volunteering experience is positive.

### How much time is involved?

You will be asked to give two - three hours per week to the role of Representation/ Representative volunteer though we are very flexible. We can discuss and agree your time commitment as part of the recruitment process.

### How to apply

You can apply for this role by filling out our application form.

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## Healthwatch Community Ambassador Volunteer

### Overview

Healthwatch Norfolk Ambassadors are our eyes and ears on the ground, in the community sharing what we do as well as sharing back information collected within our communities.

### Why should you be a Healthwatch Community Ambassador volunteer?

If you have a passion for your local community and making services better for people in those areas and beyond, then this is the right role for you. You will be the 'eyes' and 'ears' of what is happening within the community. We have a vital role to play in ensuring people in Norfolk are

engaged, listened to and provided with an avenue to tell us their views and opinions about health and social care services.

### What will the role involve?

- Being a link person between Healthwatch Norfolk and other organisations; members of the public and community groups
- Be a positive ambassador for and uphold its reputation and values
- Help us gather people's experiences of using health and social care services from all communities
- Receive and cascade information that Healthwatch Norfolk sends out
- Refer people to Healthwatch Norfolk to have their voices heard or to be signposted to the correct place
- Distributing leaflets to locations or groups near you e.g. GP surgeries, shops, churches or social groups
- Support engagement work in communities by being active in your own local area, representing and channelling the views of local people.
- Engaging people using online platforms e.g. Zoom, Teams
- As a Healthwatch Champion/Ambassador volunteer you will be committed to improving health and social care services alongside other volunteers and the Healthwatch team

### Personal specification/requirements

- Able to work as a team with other volunteers and staff
- Experience of using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided in the latter)
- Respectful of confidentiality

### How we will support you?

As well as the Healthwatch Norfolk volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll receive full training including induction to Healthwatch and be part of a team who'll make sure your volunteering experience is positive.

### How much time is involved?

We ask that all volunteers commit to attending an induction and any suitable training/events for them. Other than that, the role is flexible, and the time commitment will be agreed by you and your Volunteer Supporter.

## How to apply

You can apply for this role by filling out our application form.

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