#

# Volunteer role descriptions

Examples of different volunteer roles and their responsibilities.

November 2021

# About this resource

Volunteers are vital to the work that we do. Over 4,000 people give their time, commitment and energy for their Local Healthwatch to help make a difference to the health and well-being of people from all parts of their community.

This resource includes a variety of volunteer role descriptions to help you to recruit volunteers to support your Healthwatch. We have worked with Healthwatch across the country to identify the key volunteer roles and their responsibilities.

We have also included a number of volunteer roles that can be done remotely in response to the COVID-19 pandemic.

All these descriptions can be adapted to suit your needs.

Contents

[Introducing Healthwatch 3](#_Toc83887708)

[Role descriptions 5](#_Toc83887713)

[Online Feedback Collector 5](#_Toc83887714)

[Information and Signposting Volunteer 8](#_Toc83887721)

[Digital Communications Volunteer/ Social Media Volunteer 10](#_Toc83887728)

[Publications and Document Editor Volunteer 12](#_Toc83887736)

[Enter and View Volunteer 14](#_Toc83887744)

[Virtual Visitor Volunteer 16](#_Toc83887750)

[Board Members/Trustees Advisory Group 18](#_Toc83887755)

[Community Engagement and Outreach Volunteer 20](#_Toc83887760)

[Research Volunteer 22](#_Toc83887765)

[Administration Volunteer 24](#_Toc83887770)

[Healthwatch Representation Volunteer 26](#_Toc83887775)

[Healthwatch Champion/Ambassador Volunteer 28](#_Toc83887780)

# Introducing Healthwatch

**At the beginning of your volunteer role description, we recommend introducing Healthwatch and highlighting the benefits of volunteering. Below is some example text you might wish to use.**

Introduction to Healthwatch **[add name]**
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 **[add name]** 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 **[add name].**

## Key benefits of volunteering

As a volunteer, you will support Healthwatch [add name] 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

## COVID-19 vaccination status

Since 11 November 2021, people visiting adult care homes in a professional capacity will need to be fully vaccinated against COVID-19. From 1 April 2022, this legal requirement will be extended to cover visits to NHS services.

This legal requirement includes local Healthwatch representatives, therefore, for any roles where you anticipate volunteers would need to visit care homes or NHS services in person, they will need to prove their COVID-19 vaccination status.

## Disclosure and Barring Service (DBS) checks

**Whilst anyone can apply for a Basic DBS check, not all volunteering roles are eligible for a Standard or Enhanced Disclosure check, which are controlled by law.**

**For further guidance read the** [**Guide to Volunteering**](https://network.healthwatch.co.uk/guidance/2021-04-22/guide-to-volunteering) **for how to work out which level of check you may need.**

**If this process indicates any level of check is required, adopt and adapt the section below within the appropriate role description.**

**You must advise potential volunteers at application stage where a role requires a DBS check, suggested wording given below.**

Disclosure and Barring Service (DBS) Check
As this role involves working with children / adults at risk **[delete as appropriate]** Healthwatch **[add name]** require a Standard / Enhanced / Enhanced with Barred List **[delete as appropriate]** DBS check for this role.

**Or [delete as required]**

This role requires a Basic DBS check.

# Role descriptions

## Online Feedback Collector

### Overview

As an Online Feedback Collector, your role will be to collect feedback about people’s experiences of health and social care services that have been posted online. This will contribute to the intelligence and information Healthwatch use to inform their work in helping to improve health and care.

Why should you be a Healthwatch Online Feedback Collector?

There is a huge amount of information on the internet and social media about people’s experiences and views of health and social care services. You can help us Healthwatch [add area name] collect this information which we use to help inform the changes health and care services can make to improve care for all.

From Facebook groups to more official forms of feedback run by organisations, such as local charities and community groups, there are a variety of places online where people leave their reviews and experiences about the care they receive. With the data being vast and ever-changing, we need volunteers to help us collect information to help identify gaps or issues in the care being provided to people in [add area name].

### What will the role involve?

* Searching for feedback on social media
* Searching for feedback using a list of online sources
* Data entry into our database

### Personal specification / requirements

* Experience of using Microsoft Office, including Word
* Be comfortable volunteering from home
* Access to the internet/email
* Able to use your own initiative but comfortable in asking for help when needed
* Respectful of confidentiality

Disclosure and Barring Service (DBS) Check
**[Delete commentary in italics prior to advertising role description]** *The role requirements do not indicate a DBS check is necessary for this role. Each Healthwatch must undertake their own risk assessment to confirm this is the case in individual Healthwatch. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

How we will support you?

As well as the [insert Healthwatch name] 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.

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process]

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

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

We look forward to hearing from you.

## Information and Signposting Volunteer

### Overview

An Information and Signposting volunteer helps people get the information they need about health and care services and how to access community support. This is key part of what Healthwatch does and therefore you will be supporting people to get the information they need.

### Why should you be a Healthwatch Information and Signposting Volunteer?

Accessing health and care can be a difficult, with people not knowing where to go for support. As an information and signposting volunteer, you will be there to help guide people to the right health and care services, ensuring they have the most up to date information either online or over the phone. The COVID-19 pandemic has shown us just how important it is for the public to have the right information, you can play a vital part in making this happen.

What will the role involve?

* Providing information to the public that has been checked and/or provided by Healthwatch
* Searching for relevant information and agreeing with a member of staff whether it’s suitable to share with the public
* Recording the type of information you have provided and who has received it

### Personal specification / requirements

* Someone who enjoys listening and communicating with people from different backgrounds
* Experience of using Microsoft Office, including Word
* Be comfortable volunteering from home
* Access to the internet/email
* Able to use your own initiative but comfortable in asking for help when needed

Disclosure and Barring Service (DBS) Check
**[Delete commentary in italics prior to advertising role description]** *The role requirements do not indicate a DBS check is necessary for this role. Each Healthwatch must undertake their own risk assessment to confirm this is the case in individual Healthwatch. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

How we will support you?

As well as the [insert Healthwatch name] 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.

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process]

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

Please outline any accessibility requirements that you may have in the application form. We look forward to hearing from you.

## Digital Communications Volunteer/ Social Media Volunteer

### Overview

Healthwatch [insert area name] use our website and social media to communicate what we do and where people can go to access the support they need.

As a Digital communications volunteer/social media volunteer you will be supporting Healthwatch [insert area name] to manage our social media and website by creating and/ or reviewing content and responding to people’s comments or queries.

### Why should you be a Healthwatch Digital communications volunteer/ Social Media Volunteer?

Stay up to date with the ways that social media and websites work. With an ever-changing environment, this opportunity will enable you to freshen up your digital skills. Working alongside Healthwatch staff, you will help to manage and contribute to our website, social media and other digital platforms. You’ll make a difference by helping to keep the public up to date with the latest news, enabling people to share their views and communicate the number of ways people can get the support they need.

### What will the role involve?

* Use of Healthwatch social media channels such as [insert the relevant channels]
* The monitoring of social media using [insert the relevant monitoring platform e.g. Hootsuite if relevant]
* Producing/uploading content to the website

### Personal specification/requirements

* Experience of using different social media including [insert the relevant channels]
* Be comfortable volunteering from home
* Access to the internet/email
* Able to use your own initiative but comfortable in asking for help when needed

Disclosure and Barring Service (DBS) Check
**[Delete commentary in italics prior to advertising role description]** *The role requirements do not indicate a DBS check is necessary for this role. Each Healthwatch must undertake their own risk assessment to confirm this is the case in individual Healthwatch. Pay particular attention to activity that may constitute managing a ‘chat room’, and if this is the case refer to* ***DBS guidance*** *resource for further advice. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

How we will support you?

As well as the [insert Healthwatch name] 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.

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process]

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address]. Please outline any accessibility requirements that you may have in the application form. We look forward to hearing from you.

## 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 [insert area name] 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

Disclosure and Barring Service (DBS) Check
**[Delete commentary in italics prior to advertising role description]** *The role requirements do not indicate a DBS check is necessary for this role. Each Healthwatch must undertake their own risk assessment to confirm this is the case in individual Healthwatch. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

How we will support you?

As well as the [insert Healthwatch name] 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.

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process]

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

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 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

### COVID-19 vaccination status

* Since 11 November 2021, people visiting adult care homes in a professional capacity will need to be fully vaccinated against COVID-19. From 1 April 2022, this legal requirement will be extended to cover visits to NHS services.
* This legal requirement includes local Healthwatch representatives, therefore, if you’d like to volunteer for this role with us you would need to prove that you have been vaccinated against COVID-19.

Disclosure and Barring Service (DBS) Check
**[Delete advisory commentary in italics prior to publishing this role description]** *Section 42 paragraph (2) of the* ***NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012,*** *states that a criminal records certificate under section 113A of the Police Act 1997(a) must be obtained for Enter and View Authorised Representatives. The* ***DBS guidance*** *resource provides further information.*

This role involves working in a care home environment and is eligible for a Standard / Enhanced **[delete as appropriate]** Disclosure DBS check.

How we will support you?

As well as the [insert Healthwatch name] 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.

Volunteers commit to the date and times they are available for, there is no minimum or maximum number to commit to. We’ll be as flexible as possible to fit around your availability.

 [If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process] Download the role description.

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

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

We look forward to hearing from you.

## Virtual Visitor Volunteer

Overview

A Virtual Visitor Volunteer builds a picture of a health or social care service, such as a residential home through online interviewing of people using services, their families, carers and staff.

We use this picture to inform services what’s working well and what needs improvement. This role has been newly created during the COVID – 19 pandemic as restrictions continue to prevent the physical entry of Healthwatch Enter & View authorised representatives.

A virtual visit is a temporary measure due to the pandemic. It is not a replacement for Enter and View visits as the former is a legal power to enter health and social care services.

Why should you be a Healthwatch Virtual Visitor?

Due to the pandemic Healthwatch have found other ways to engage with people using services as entrance to physical buildings have been restricted. In this role you will use your skills and experiences to find out what is happening within a care service with the use of digital devices.

What will the role involve?

* Working with Healthwatch staff to conduct a virtual visit
* Planning the virtual visits with the Healthwatch staff team and other volunteers
* Participating in briefing and de-briefing meetings regarding the visit
* Virtually meeting with care staff to discuss the service and be virtually shown around the facility
* Possibly virtually meeting with people using the service to find out about their experience
* Providing written/typed notes on all areas covered in the virtual visit, using a Healthwatch Virtual Guide.

### Personal specification/requirements

* Confidence and ability to ask questions and listen well to engage with care staff as well as people using services
* Empathy towards people using services
* 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)
* Able to use your own initiative but comfortable in asking for help when needed
* Respectful of confidentiality
* Able to work on own initiative and as part of a team.

Disclosure and Barring Service (DBS) Check
**[Delete advisory commentary in italics prior to advertising role description]** *This role is not a replacement for Enter and View and therefore does not automatically require a Standard or Enhanced DBS check. Each Healthwatch must undertake their own risk assessment to confirm what level, if any, check is required in accordance with steps outlined in the* ***DBS guidance*** *resource. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

How we will support you?

As well as the [insert Healthwatch name] 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 virtual visits are conducted by other volunteers and a member(s) of [insert Healthwatch name] staff. As these visits are new way of working for us the visits frequency is decided on an individual basis.

Each virtual visit lasts approximately three-four hours. Volunteers commit to the date and times they are available for, there is no minimum or maximum number of hours to commit to. We’ll be as flexible as possible to fit around your availability.

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process] Download the role description.

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

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

We look forward to hearing from you.

## Board Members/Trustees Advisory Group

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

Why should you be a Healthwatch Board member?

[insert Healthwatch name]is the only champion for people who use health and social care services in [insert area].

We have a vital role to play in ensuring people in [insert area] 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 [insert area] to influence services to make them better.

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

Due to the pandemic [insert Healthwatch name] have been holding board/advisory group meetings online.

What will the role involve?

* Having a clear understanding of the role of Healthwatch and working with other Healthwatch board/advisory group members and staff team to plan, review, evaluate and oversee [insert Healthwatch name]
* 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/Manager
* 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 [insert Healthwatch name]

### 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

Disclosure and Barring Service (DBS) Check
**[Delete commentary in italics prior to advertising role description]** *There are specific requirements for DBS checks for trustees. See the* ***DBS guidance*** *resource for full details. The process for advisory board members is also provided within the same resource. If checks are required add in the wording below. Each Healthwatch must undertake their own risk assessment to confirm what level is required in each individual Healthwatch. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

As this role involves working with children / adults at risk **[delete as appropriate]** Healthwatch **[add name]** require a Standard / Enhanced / Enhanced with Barred List **[delete as appropriate]** DBS check for this role.

**Or [delete as required]**

This role requires a Basic DBS check.

How we will support you?

As well as the [insert Healthwatch name] 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 [insert Healthwatch name] board/advisory group meets once [insert frequency] for [insert number of hours]. 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.

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process] Download the role description.

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

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

We look forward to hearing from you.

## Community Engagement and Outreach 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 and Outreach 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 [insert area] 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 [insert area] 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

Disclosure and Barring Service (DBS) Check
**[Delete commentary in italics prior to advertising role description]** *The role requirements for this activity may vary significantly across local Healthwatch. Each Healthwatch must undertake their own risk assessment to confirm what level of check, if any, is required for this role in accordance with the* ***DBS guidance*** *resource. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

How we will support you?

As well as the [insert Healthwatch name] 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, but this role can also be ad-hoc to suit your lifestyle.

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

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process] Download the role description.

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

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

We look forward to hearing from you.

## Research Volunteer

Overview

You will work with staff to support the research function of Healthwatch [insert Healthwatch name] as we gather people’s views and experiences of using different health and social care services.

Why should you be a Healthwatch Research volunteer?

If you like exploring and getting to the heart of issues that affect people, this is the right role for you. We have a vital role to play in ensuring people in [insert area] are engaged, listened to and provided with an avenue to tell us their views and opinions about health and social care services. By people sharing their experiences with us we can bring these to health and care providers and decision makers in [insert area] to influence services to make them better. We need you to be the best that we can be.

What will the role involve?

* Working with Healthwatch volunteers and staff team to plan and deliver research activities with other volunteers and staff members
* Assisting in the production and implementation of surveys, focus groups and other research methods
* Recording and analysing data
* Assisting in the production of research reports
* Engaging people using online platforms e.g. Zoom, Teams

### Personal specification/requirements

* Effective planning and analytical skills and ability to ask questions and listen well to engage with people
* 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

Disclosure and Barring Service (DBS) Check
**[Delete commentary in italics prior to advertising role description]** *The role requirements do not indicate a DBS check is necessary for this role. Each Healthwatch must undertake their own risk assessment to confirm this is the case in individual Healthwatch. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

How we will support you?

As well as the Healthwatch [insert Healthwatch name] 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 one – three hours per week to the role of research volunteer though we are very flexible. We can discuss and agree your time commitment as part of the recruitment process.

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process] Download the role description.

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

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

We look forward to hearing from you.

## Administration Volunteer

There is never a dull moment at Healthwatch [insert Healthwatch name]. This is because we have such a wide remit in looking into health and social care services. We collect a lot of information, attend a lot of meetings and events as well as running our own event and meetings to engage with our communities. Therefore, we need to be organised and have ‘back office’ support.

Why should you be a Healthwatch Administration volunteer?

If you have a passion for supporting teams with your administration skills, then this is the right role for you. Our administration involves entering data into our Healthwatch intelligence system, event planning, answering emails and phone calls, taking notes of meetings, and general administration tasks. Good administration is crucial to us fulfilling our role of gathering and sharing people’s experiences with health and care providers and decision makers in [insert area] to influence services to make them better. We need you to be the best that we can be.

What will the role involve?

* Working with Healthwatch volunteers and staff team to undertake administrative tasks as and when needed
* Ability to use online platforms e.g. Zoom, Teams for volunteer and staff meetings
* Use Healthwatch [insert Healthwatch name] database to input and collate data from webforms, feedback forms, surveys
* Assist staff with any other data entry and administrative tasks
* Take notes of various Healthwatch project meetings and focus groups

### Personal specification/requirements

* Good level of spoken and written English
* Attention to detail and accuracy
* Able to work as a team with other volunteers and staff
* Experience of using Microsoft Office, including Word & Excel
* 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

Disclosure and Barring Service (DBS) Check
**[Delete commentary in italics prior to advertising role description]** *The role requirements do not indicate a DBS check is necessary for this role. Each Healthwatch must undertake their own risk assessment to confirm this is the case in individual Healthwatch. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

How we will support you?

As well as the Healthwatch [insert Healthwatch name] 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 one – three hours per week to the role of administration volunteer though we are very flexible. We can discuss and agree your time commitment as part of the recruitment process.

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process] Download the role description.

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

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

We look forward to hearing from you.

Healthwatch Representation Volunteer

Overview

Healthwatch [insert Healthwatch name] 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 [insert Healthwatch name] at meetings and events, then this is the right role for you. Healthwatch [insert Healthwatch name] role is ensure people in [insert area] 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 [insert Healthwatch name]
* 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)

Disclosure and Barring Service (DBS) Check
**[Delete commentary in italics prior to advertising role description]** *The role requirements do not indicate a DBS check is necessary for this role. Each Healthwatch must undertake their own risk assessment to confirm this is the case in individual Healthwatch. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

How we will support you

As well as the [insert Healthwatch name] 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.

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process] Download the role description.

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

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

We look forward to hearing from you.

Healthwatch Champion/Ambassador Volunteer

Overview

Healthwatch [insert Healthwatch name] Champions 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 Champion/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 the ‘eyes’ and ‘ears’ of what is happening within the community. We have a vital role to play in ensuring people in [insert area] 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 [insert Healthwatch name] 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 [insert Healthwatch name] sends out
* Refer people to Healthwatch [insert Healthwatch name] 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

Disclosure and Barring Service (DBS) Check
**[Delete commentary in italics prior to advertising role description]** *The role requirements may vary across local Healthwatch. Each Healthwatch must undertake their own risk assessment in accordance with the* ***DBS guidance*** *resource to confirm what level, if any, DBS check is required. Anyone can have a Basic Disclosure DBS Check, and your risk assessment may indicate this is appropriate for you. If no DBS check at all is required, delete this section.*

How we will support you?

As well as the [insert Healthwatch name] 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.

[If you have any specific requirements for the different roles please insert here]

### How to apply

You can apply for this role either by filling out our online application form [insert web link or additional/alternative application process] Download the role description.

If you have any questions or you would like to find out more, please call us on [insert telephone number] or email [insert email address].

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

We look forward to hearing from you.