

Volunteer Information Pack & Recruitment Process

Background

Healthwatch Newham is an independent charity for health and social care. We run events, projects, and activities to gather local people's views, experiences, comments or concerns about health and social care services in Newham. By getting out and about in the community, we aim to reach a wider section of the community to ensure their voices are heard. The information we collect is then shared with local decision makers to ensure services meet the needs of the people who use them.

Volunteers are central to the work we do and are grateful for their commitment and dedication to support our work. As local residents, students and members of local communities, volunteers can provide an invaluable insight into local needs, issues and how health and social care services are delivered.

Volunteering for Healthwatch Newham

Volunteers participate in a range of projects, including visiting community groups and engaging with the local community, patients, and service users about their experiences.

Volunteers join Healthwatch of many different reasons, from gaining and improving their skills and knowledge of the health and social care system, wanting to help improve a specific service of which they have a personal experience to giving back to the community and making the voice of the community heard to affect change.

Time commitment

Time commitment required may vary depending on your role, your availability, and the current projects at Healthwatch. However, **we ask for a minimum of 1 day a week**. You can always be involved more, and further opportunities can be discussed.

Below is a list of the different volunteering opportunities available at Healthwatch Newham, role descriptions and key tasks. Please, note that **all roles are flexible**, and you can either pick one specific role or do a few of them at the same time as and when available.

Role description	Key tasks	Key skills and requirements
<p>An Enter and View Representative is a trained volunteer who participates in Healthwatch’s ‘Enter & View’ visits. These visits are conducted by a small group of staff and volunteers who visit health and social care services to evaluate the service being provided. Following the visit, a report is written by the group on their findings which becomes a public document.</p>	<ul style="list-style-type: none"> ▪ At times to support with the design of questionnaires/interview questions for the visit. ▪ To prepare for group visits to health and social care services by researching and reading background information about the service being visited (e.g. CQC Report; Website). ▪ To take part in the visit looking at all aspects of the service provided, observing and noting relevant information, and interviewing staff, relatives and service users about the service. ▪ To contribute to the written report that is produced after the visit. ▪ To take part in follow-up visits, after an initial visit has taken place, where significant recommendations were made. 	<ul style="list-style-type: none"> ▪ Some knowledge or understanding of health and social care service provision. ▪ Able to travel within the borough to visit health and social care services. ▪ Good verbal and listening skills to collect the views of residents. ▪ Good written English skills to a level enabling contribution to report writing. ▪ Good interpersonal skills with the ability to work within a team. ▪ Understanding of the importance of confidentiality and ability to respect this always. ▪ Willingness to undergo an enhanced Disclosure and Barring Scheme (previously CRB) background check.
<p>The Community Listener role may be suited to someone who often interacts with local people. Its purpose is to listen to what local people in the community are saying about health and social services and report back to Healthwatch. This is a way to enable them to have their voices heard.</p>	<ul style="list-style-type: none"> ▪ To meet with local people on a regular basis. For example, through attending social/leisure activities or participating in local gatherings where you may hear about people’s experiences with services. ▪ To report issues raised regarding health and social care in the borough to Healthwatch Newham. 	<ul style="list-style-type: none"> ▪ Willing to represent your community/acquaintances’ views even if they differ from your own. ▪ Good verbal and listening skills to collect the views of residents. ▪ Good written English skills to a level enabling contribution to report writing. ▪ Good interpersonal skills with the ability to work within a team. ▪ Understanding of the importance of confidentiality and ability to respect this always.

		<ul style="list-style-type: none"> ▪ Willingness to undergo an enhanced Disclosure and Barring Scheme (previously CRB) background check.
<p>The role of a Young Healthwatch Champion is eligible to volunteers aged 16 to 24 years old. As a Young Healthwatch Champion, you will have the incredible opportunity to represent the voices of young people and play a vital role in shaping health and social care services. This position focuses on interacting with your peers to collect their views, experiences, and opinions on various health and social care issues. By actively engaging with young individuals, you will ensure that their perspectives are heard, valued, and taken into account when making decisions regarding healthcare services.</p>	<ul style="list-style-type: none"> ▪ To engage with a range of diverse people aged 16-24 in Newham, including at colleges, universities, student unions, youth clubs. ▪ Represent Young Healthwatch at stalls, events, and community gatherings. Engage with visitors, distribute information, and raise awareness about the importance of youth participation in healthcare decision-making. ▪ Assist on projects relevant to young peoples' concerns on health and social care services, focusing on awareness, education, and destigmatization. ▪ Organise and participate in workshops, awareness campaigns, and public speaking events to raise awareness about health and social care services. ▪ Actively interact with young people in the community to gather their views, experiences, and feedback on health and social care services. Encourage open discussions and create a safe space for individuals to share their thoughts. ▪ Note taking during meetings or forums that Healthwatch Newham attend. 	<ul style="list-style-type: none"> ▪ Knowledge or willingness to learn about health and social care services accessible to young people, aged 16 to 24 year old. ▪ Able to travel around the Borough of Newham to attend events & meetings. ▪ Good verbal and listening skills to collect the views of residents. ▪ Good written English skills to a level enabling contribution to report writing. ▪ Good interpersonal skills with the ability to work within a team. ▪ Understanding of the importance of confidentiality and ability to respect this always. ▪ Willingness to undergo an enhanced Disclosure and Barring Scheme (previously CRB) background check.

General Requirements & Skills for all Roles

- Can communicate effectively with a range of people
- Can work on own initiative and equally as a team member
- Understand the importance of confidentiality
- Ability to travel around the borough as and when required – may depend on specific role. We accommodate for those with limited mobility
- **Fluency in one of the following languages is a plus:** Bengali, Urdu, Gujarati, Polish, Tamil, Romanian and Portuguese.

What we can offer you:

- Induction to the organisation and role as well as on-going support and supervision to discuss your future interests and your current role
- **Training and personal development opportunities:** which could help you work towards future employment or even a new career. You will gain skills in community research, public speaking and interpersonal skills.
- **Put theory to practice:** Our roles are particularly good for social sciences and public health students who want to understand how lifestyle factors and accessibility to health services influence people's health.
- **Routine and structure in an informal and friendly setting:** We need volunteers very often for a range of activities. You will always be in control of the time you want to give us.
- Travel costs will be reimbursed when you are required to travel for outreach work eg. Enter and Views at care homes.

Recruitment Process:

1. Complete Application Form

Including contact details for your references. Email this back to the Volunteer and Project Officer.

2. Attend an informal Interview

During the phone interview, we ask a set of questions and allocate time for the individual to ask us questions too. This last for 10 – 30 minutes.

3. Complete online DBS application

We send an email with a link for the individual to complete their DBS online application (if they do not have an up to date Adult enhanced DBS).

4. Provide copy of DBS certificate

We take a scan of the original DBS and dispose of it after six months in accordance to GDPR.

5. References

We email the references provided with a form to complete on behalf of the individual who is interested in volunteering.

6. Attend Training

If successful in the interview, we invite them to our training sessions. Which includes a Enter & View/Community research section and safeguarding training arranged with Newham Council.
Please note, you are only able to attend training once we received your DBS and a reference statement.

- 7. Volunteer to complete Code of Conduct form and join our mailing list and are updated with volunteer activities**

How to apply

To apply for a volunteering role, please complete the application form which you can download at www.healthwatchnewham.co.uk/volunteering. Once we receive your application, we will contact you to arrange an informal interview.

For further information, a postal application pack and if you have any questions please contact:
Farheen Ambia - Volunteer Coordinator at infobox@healthwatchnewham.co.uk.

We look forward to hearing from you!

Privacy and Data Protection

As we ask volunteers to provide us with personal information, which they can be identified by, we ensure that the data collected will only be used in accordance with our Privacy Policy. With the data we collect, we use this to keep an internal record of Volunteers. This allows us to update Volunteers with any upcoming activities or provide information that they may find useful. For more information about our Privacy Policy, please see the link below: <https://www.healthwatchnewham.co.uk/privacy-policy>