

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 2 days a month. You can always be involved more, and further opportunities can be discussed.

Please make sure you are available for the following dates:

- **Interviews will take place between the 6th and 13th of January 2020.**
- **Training will take place either on the 30th of January 2020.**

Reasonable adjustments can be discussed in the interview.

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. **You do not need to decide which role you are interested in at this stage.**

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; ▪ 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 Interviews and Engagement Support role involves supporting Healthwatch with collecting data by interviewing residents in a variety of settings (e.g. events, on the phone, focus groups, 1-to-1 basis and during visits to health and social care services).</p>	<ul style="list-style-type: none"> ▪ At times to support with the design of questionnaires/interview questions for the visit; ▪ Interview individuals on 1-to-1 basis either face to face or on the phone; ▪ Organize focus groups with local organizations to learn more about people’s views; ▪ Attend events with Healthwatch staff where we hold stalls and support with engaging the public with our activities on the day; ▪ To contribute to the written report that is produced after the engagement; 	<ul style="list-style-type: none"> ▪ Good verbal skills ▪ Can be objective and observant; ▪ Reliability; ▪ Good listening skills; ▪ Willingness to undergo an enhanced Disclosure and Barring Scheme (previously CRB) background check;

<p>The role of a Mystery Shopper is to act as a potential user of a service in a health or social care environment (e.g. dentist). You will then report back to Healthwatch about your experience. The purpose is to evaluate the quality of services in the local area and help to identify issues and areas of improvement.</p>	<ul style="list-style-type: none"> ▪ Carry out mystery shopping tasks related to health and social care services in Newham (chosen by Healthwatch); ▪ Observe/experience the service whilst acting as a service user (e.g. during a visit or when contacting a service); ▪ Use service websites to assess the ease of looking for service information; ▪ Record the findings and report back to Healthwatch Newham; 	<ul style="list-style-type: none"> ▪ Can communicate effectively with a range of people; ▪ Can be objective and observant; ▪ Good verbal skills; ▪ Able to follow guidance and instructions;
<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; ▪ Reliability; ▪ Good listening skills; ▪ Good verbal skills; ▪ Ability to engage with people within the community;
<p>The role of an Ambassador involves talking to many communities and individuals in Newham which in turn provides an opportunity to learn more about community research, engagement and development. Ambassadors can represent Healthwatch at public meetings, run stalls at events, promote our work and feedback to Healthwatch on points raised at the meeting.</p>	<ul style="list-style-type: none"> ▪ To engage with a range of communities and individuals in Newham, including at events; ▪ Assisting people to complete questionnaires or hold small group conversations and workshops; ▪ Represent Healthwatch and the views of Newham residents; ▪ Note taking during meetings or forums that Healthwatch Newham attend; 	<ul style="list-style-type: none"> ▪ Knowledge or understanding of health and/or social care policy Data inputting; ▪ Knowledge or willingness to learn about the work of Healthwatch; ▪ Able to travel around the Borough of Newham to attend events & meetings; ▪ Verbal skills; ▪ Written and IT skills;

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 your role.

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 interview, we ask a set of questions and allocate time for the individual to ask us questions too. This lasts around 45 minutes.

3. Attend Training

If successful in the interview, we invite them to our training session, which includes a Enter & View/Community research section and safeguarding training arranged with Newham Council. On this day we will portrait photos of individuals to create their Volunteer Badge.

4. Complete online DBS application

We send an email with a link for the individual to complete their DBS online application. If there are difficulties, we may arrange a time for them to come in to and complete it with the team.

5. Provide copy of DBS certificate

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

6. References

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

7. HWN provide Volunteer Badge

Once we receive volunteers References and DBS, volunteers can be provided with their ID badges.

8. 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:

Kiara Assaraf – Project & Volunteer Officer: kiara.assaraf@healthwatchnewham.co.uk | 020 3866 2951

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>