

# Volunteer Pack



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## About Healthwatch City of London

Healthwatch City of London champions the voices of people who live, work and study in the City of London to influence and improve the health and care services they use. As a statutory watchdog, our role is to ensure local health and social care services and decision makers put the experiences of people at the heart of their care.

We are a not-for-profit organisation, created by the Health and Social Care Act (2012). Our work includes:

- Signposting** Providing information about health and social care services available to people who live, work and study in the City of London.
- Listening** Enabling people to share their views about City of London's health and social care services to help build a picture of where services are doing well and where they can be improved.
- Sharing** Sharing residents' experiences and views to influence services to make positive change wherever possible by:
- Participating in decision-making via the City of London Health and Wellbeing Board and working with the City and Hackney Clinical Commissioning Group (CCG)
  - Providing evidence-based feedback to organisations responsible for commissioning and delivering City of London's health and social care services.

Visit our website to find out more:

[www.healthwatchCityofLondon.org.uk](http://www.healthwatchCityofLondon.org.uk)



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## Why volunteer?

Benefits of volunteering with Healthwatch City of London include:

-  **Making a change:** making a positive difference to health and social care services and therefore to City of London residents.
-  **Meeting new people:** being part of a friendly team and having fun.
-  **Learning new skills and gaining new experiences:** improving employability by getting valuable experience, proving your reliability and increasing your knowledge.
-  **Having your say:** becoming part of local decision making processes.
-  **Learning about what's happening in your area.**
-  **Supporting areas of work you are passionate about.**
-  **Access to training opportunities**



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## Introduction to volunteering with Healthwatch City of London

Volunteers play a vital role helping Healthwatch City of London achieve its objectives by complementing the work carried out by our staff.

We offer a range of interesting and engaging opportunities for City of London residents to get involved in improving health and social care. From sitting on the board, to championing Healthwatch City of London out in the community; from conducting desk-based research on specific issues to going out and about visiting health and care providers to assess the quality of services, we try to find something for everyone.

We aim to support our volunteers in many ways including:

- Providing a comprehensive induction to ensure new volunteers feel comfortable in their role. The induction covers Healthwatch City of London policies, procedures and ethos, the volunteer role, volunteer rights and responsibilities – all of which are detailed in our Volunteer Handbook, a handy reference guide given to each volunteer.
- Reimbursing volunteers for reasonable expenses incurred as a direct result of their volunteering, for example travel costs to meetings.
- An opportunity to earn Tempo time credits, which can be spent on a variety of leisure activities [www.wearetempo.org](http://www.wearetempo.org).
- Keeping volunteers up to date and informed through newsletters and ongoing email / telephone contact with their named staff member.
- Annual one-to-one reviews, with a six-monthly check-up, where volunteers can feedback on their experiences, discuss what is going well and what can be improved, identify training needs and reflect on learning and personal development.
- Organising get-togethers with Healthwatch City of London volunteers to get to know one another.
- Enabling opportunities for training and personal development, wherever possible.
- Providing references for volunteers who have undertaken activities for Healthwatch City of London.



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## Who should apply?

Anyone living, working or studying in the City of London who:

- 🌱 Cares about health and social care
- 🌱 Wants to make a positive difference for local residents
- 🌱 Can demonstrate confidentiality and respect when working with local residents and other volunteers from a range of backgrounds and with a range of abilities.

## Recruitment Process

We ask everyone interested in volunteering with Healthwatch City of London to complete an application form, downloadable from our website.

Once we have received the completed application form, you will be contacted by Healthwatch City of London (HWCOL) to arrange an informal interview.

At interview, you will get to meet HWCOL staff, have a chat and be asked a number of questions around the role/s that you have chosen. This will help you to determine whether the volunteer post meets your interests and needs and those of HWCOL.

If both parties decide to continue, we will conduct background checks. HWCOL requires two references before we can place you in your volunteering role. Certain roles such as *Enter and View* require a Disclosure and Barring Service check (DBS) which we will organise and pay for.

During the selection process, should HWCOL feel that the volunteer role is unsuitable, we will explain the reasons to you. All successful applicants will be asked to sign a Volunteer Agreement and undertake an induction.



## Volunteer Roles

### Healthwatch City of London Public Representative for Integrated Commissioning

Health and social care organisations in Hackney and the City of London have started working together more to try to improve residents' health and wellbeing. Local organisations that commission (plan and buy) health, social care and public health want to join-up these services more around people.

A City Integrated Commissioning Board and a Hackney Integrated Commissioning Board agree joint decisions between the NHS and the local authority for each borough. Each board is made-up of local councillors and local CCG leaders. The boards meet monthly in public and the minutes are published online. The three organisations are working more closely with those providing services such as Homerton Hospital and East London Foundation Trust. All the main local health and care organisations, including Healthwatch City of London, come together on a Transformation Board where they discuss how to improve services.

Four new groups, called care work streams, are looking at joining up services in their area to better meet local need. The care workstreams are unplanned care, planned care, prevention, and children and young people.

Involving patients and residents more in health and care services is central to this new way of working. You do not need to be actively accessing a health service to get involved. We provide training and support.

To discuss this volunteering opportunity please contact:

Emily Tullock, Communications and Engagement Manager – Transformation

**M: 07856796512 Email: [emily@healthwatchhackney.co.uk](mailto:emily@healthwatchhackney.co.uk)**

<b>Purpose of role</b>	<ul style="list-style-type: none"><li>• Represent views of City residents and workers in the integrated care structure (longer term commitment) OR</li><li>• Share your views and experiences at focus groups or in co-production workshops and events (short term or one-off commitment)</li></ul>
<b>Key activities</b>	<ul style="list-style-type: none"><li>• Joining a group of other service users to help shape an area of work e.g. unplanned care, planned care, prevention, and children and young people.</li><li>• Being a patient/public representative on a board</li><li>• Giving feedback on services at a one-off event</li><li>• Co-producing a new or improved service in an ongoing way</li></ul>



<b>Essential skills/knowledge</b>	<ul style="list-style-type: none"><li>• Ability to build rapport with a wide range of people from diverse backgrounds &amp; ages</li><li>• Good communication skills: written, listening &amp; verbal</li><li>• Basic literacy skills, taking notes, recording attendance at events</li><li>• Ability to separate personal experiences from those of other people by recording and reporting the views of the people you have spoken to, not expressing personal views or experiences</li><li>• Ability to work with others as part of a team</li><li>• Good organisational skills</li><li>• Understanding of confidentiality</li></ul>
<b>Other requirements</b>	<ul style="list-style-type: none"><li>• Undertake the HWCOL induction.</li></ul>
<b>Attitudes and values</b>	<ul style="list-style-type: none"><li>• Desire to improve health and social care services used by City of London residents and workers</li><li>• Ability to work as part of the Healthwatch City of London team</li><li>• Sociable and friendly</li><li>• Non judgemental</li><li>• Committed to anti-discriminatory practice and equal opportunities</li><li>• Reliable &amp; trustworthy</li><li>• Respectful of confidentiality</li><li>• Commitment to the Healthwatch City of London Volunteer Code of Conduct</li></ul>
<b>Support provided</b>	Ongoing support, training and promotional materials provided



## Healthwatch City of London Enter and View Authorised Representative

Healthwatch City of London can send volunteers to visit health and adult social care services to see how they are run. This is called 'enter and view' and Healthwatch City of London trains volunteers to be 'authorised representatives' to carry out these visits.

Making observations, chatting to patients/residents and visitors, our authorised representatives work as a team to write up their findings, produce a report with recommendations for improvement and highlight best practice to share with other services.

<p><b>Purpose of role</b></p>	<ul style="list-style-type: none"> <li>To enter and view health and social care services and report observations to Healthwatch City of London (HWCoL)</li> <li>HWCoL has a statutory power which entitles authorised representatives to enter and view health and social care services that are publicly funded, for example by City of London Council or the NHS, with the exception of children's social care (which falls under the remit of Ofsted)</li> </ul>
<p><b>Key activities</b></p>	<ul style="list-style-type: none"> <li>To carry out, report and review E&amp;V visits</li> <li>Make observations following an agreed format</li> <li>Chat to patients, their carers and other visitors to ask them about their experiences and write their responses in an agreed template (HWCoL will give guidance and support)</li> <li>Type up your own observations and notes</li> <li>Work as part of a team to propose recommendations on the basis of the visit findings; support the Lead volunteer in production of the report</li> <li>The commitment for an Enter and View visit varies depending on the type of visit being undertaken. Those undertaking a visit will need to be involved in pre-visit preparation and post visit reporting. This will be discussed and agreed with you in advance</li> <li>You will be authorised to conduct visits for a year and this can be reviewed annually provided you continue to meet the criteria</li> </ul>
<p><b>Essential skills/knowledge</b></p> <p><b>Other requirements</b></p>	<ul style="list-style-type: none"> <li>Basic literacy skills, ability to make notes/record observations</li> <li>Good observation skills (visual and/or listening)</li> <li>Basic level of computer literacy, to type up notes</li> <li>Able to separate personal experiences / views from those of others by accurately recording the views of others</li> </ul>



	<ul style="list-style-type: none"> <li>• Undertake the HWCoL induction</li> <li>• Undertake the HWCoL Enter and View training</li> <li>• Undergo a DBS clearance check</li> <li>• Have your name published on our list of E&amp;V volunteers on our website</li> </ul>
<b>Attitudes and values needed</b>	<ul style="list-style-type: none"> <li>• Desire to improve health and social care services used by City of London residents and workers</li> <li>• Ability to work as part of the Healthwatch City of London team</li> <li>• As a part of our E&amp;V team you will be brought into direct contact with patients, residents, carers, service users, staff and members of the public. It is an important, sensitive and complex role, therefore you will be asked to comply with the HWCoL Code of Conduct</li> <li>• Be guided by Healthwatch staff</li> <li>• Ensure visits do not compromise the care or treatment being received</li> <li>• Committed to giving people a voice</li> <li>• Able to work with others as part of a team.</li> <li>• Non-judgemental</li> <li>• Committed to anti-discriminatory practice and equal opportunities</li> <li>• Reliable and trustworthy</li> <li>• Respectful of patient privacy/confidentiality</li> </ul>
<b>Support provided</b>	<ul style="list-style-type: none"> <li>• Ongoing support and training will be provided.</li> </ul>



## Healthwatch City of London Community Listeners

Our Community Listeners support Healthwatch City of London at drop-ins and other public events, gathering patient opinion and raising awareness of our organisation. Healthwatch City of London Community Listeners can also attend meetings and forums on our behalf.

<b>Purpose of role</b>	To represent and promote Healthwatch City of London and to gather residents' views on local health & social care services.
<b>Key activities</b>	<p>This role is flexible. You able to pick and choose activities most suited to you, including:</p> <ul style="list-style-type: none"><li>• Supporting drop-in sessions at local libraries, the Neaman Practice, and other public buildings, asking people to complete patient opinion surveys or tell you about their experiences</li><li>• Representing Healthwatch City of London at events local to you</li><li>• Distributing Healthwatch City of London promotional materials at events / in public buildings</li><li>• Attending meetings and forums on behalf of HWCoL, providing a link between HWCoL and other local organisations and groups</li></ul>
<b>Essential skills/knowledge</b>	<ul style="list-style-type: none"><li>• Ability to build a rapport with a wide range of people from diverse backgrounds and ages</li><li>• Good communication skills: written, listening &amp; verbal.</li><li>• Basic literacy skills, taking notes, recording attendance at events</li><li>• Ability to separate personal experiences from those of others by accurately recording and reporting the views of people you have spoken to, not expressing personal views or experiences</li><li>• Ability to work with others as part of a team</li><li>• Good organisational skills</li><li>• Understanding of confidentiality</li></ul>
<b>Other requirements</b>	<ul style="list-style-type: none"><li>• Undertake the HWCoL induction.</li><li>• Undertake the HWCoL champion training.</li></ul>



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<b>Attitudes and values needed</b>	<ul style="list-style-type: none"><li>• Desire to improve health and social care services in City of London</li><li>• Ability to work as part of the Healthwatch City of London team.</li><li>• Sociable and friendly</li><li>• Non judgemental</li><li>• Committed to anti-discriminatory practice and equal opportunities</li><li>• Reliable &amp; trustworthy</li><li>• Respectful of confidentiality</li><li>• Commitment to the Healthwatch City of London Volunteer Code of Conduct</li></ul>
<b>Support provided</b>	Ongoing support, training and promotional materials provided.



## Healthwatch City of London People's Feedback Panel Volunteer

Many Healthwatch City of London projects involve collecting data and information which must be coded accurately and analysed efficiently for the findings to be published.

<b>Purpose of role</b>	To support the work of Healthwatch City of London by analysing, coding and quality assuring collected data for use in patient insight reports on local health and social care services.
<b>Key activities</b>	Analysing and coding comments on services gathered by HWCoL to accurately reflect patient and service user experiences
<b>Essential skills/knowledge</b>	<ul style="list-style-type: none"><li>• Ability to read, listen and analyse</li><li>• Ability to work as part of a team with staff and other volunteers.</li></ul>
<b>Other requirements</b>	<ul style="list-style-type: none"><li>• Undertake the HWCoL induction.</li></ul>
<b>Attitudes and values needed</b>	<ul style="list-style-type: none"><li>• Desire to improve health and social care services in City of London.</li><li>• Ability to work as part of the Healthwatch City of London team.</li><li>• Committed to anti-discriminatory practice and equal opportunities</li><li>• Reliable &amp; trustworthy</li><li>• Respectful of confidentiality</li><li>• Commitment to the Healthwatch City of London Volunteer Code of Conduct</li></ul>
<b>Support provided</b>	Ongoing support and training provided.



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## What next?

If you are interested in becoming a Healthwatch City of London volunteer, please complete the application form on our website: [www.healthwatchcityoflondon.org.uk/get-involved](http://www.healthwatchcityoflondon.org.uk/get-involved)

You can also request an application form by telephone or email. We are happy to discuss any queries you may have, just get in touch with our volunteer manger Ali Aksoy.

## Contact:

Healthwatch City of London  
The Adiaha Antigha Centre  
24-30 Dalston Lane  
London E8 3AZ

[www.healthwatchCityofLondon.org.uk](http://www.healthwatchCityofLondon.org.uk)

Tel: 020 7923 8358

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