

Healthwatch City of London is the champion of the public voice in health and social care services for City residents, workers and students. We are here to support the public to have their say about their care; and influence the design and delivery of local services. We also provide information and signposting about health and social care services.

Volunteer Role Description

Public Representative

Description

Do you have an interest in influencing the design, development and delivery of health and social care services? Do you enjoy championing the voice of patients and the public? Would you like to gain skills in influencing?

As a Public Representative you will be using the views and information that has been gathered by Healthwatch City of London to represent the views of patients and the public in the City; in order to influence decision makers and shape service development and delivery. You will also be able to share your own relevant experiences where this is invited.

Purpose of the Role	To represent the views and experiences of City residents, workers and students at a variety of groups/events. This might be either as an ongoing representative over a period of time on a working group(s) OR short term /adhoc commitment attending one off workshops, focus groups and event(s).
Key Activities	This role is flexible. You can choose what you wish to get involved with based on your interests and available time commitment. Activities include:

	<ul style="list-style-type: none"> • Joining a group of other service users to help shape an area of work e.g. planned care • Being a patient/public representative on a board • Giving feedback on services at a one-off event • Co-producing along with service users, health and social care professionals and other stakeholders a new or improved service in an ongoing way.
Essential skills and Knowledge	<ul style="list-style-type: none"> • Ability to build rapport with a wide range of people from diverse backgrounds & ages • Good communication skills: written, listening & verbal • Basic literacy skills, taking notes, recording attendance at events • 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 • Ability to work with others as part of a team • Good organisational skills • Understanding of confidentiality
Attitudes and Values	<ul style="list-style-type: none"> • Desire to improve health and social care services used by City of London residents and workers • Ability to work as part of the Healthwatch City of London team • Sociable and friendly

	<ul style="list-style-type: none"> • Non judgemental • Committed to anti-discriminatory practice and equal opportunities • Reliable & trustworthy • Respectful of confidentiality • Commitment to the Healthwatch City of London Volunteer Code of Conduct
Other Requirements	<ul style="list-style-type: none"> • Undertake our Healthwatch City of London Induction. • Attend support sessions/ training relevant to your chosen tasks.
Support	<ul style="list-style-type: none"> • Supervision/ debrief sessions • Support/Training to carry out the role
What will you gain	<ul style="list-style-type: none"> • Experience of and skills in influencing service development and delivery. • Experience of the health and social care environment. • Experience of participating in working groups and working with a range of stakeholders. • Experience of working within a voluntary sector organisation. • Skills in influencing decision makers and championing the public and service user voice. • Training.

To apply please download and complete our volunteers application form on our website www.healthwatchcityoflondon.org.uk and return it to info@healthwatchcityoflondon.org.uk

Alternatively for a copy of the application form you can contact us at info@healthwatchcityoflondon.org.uk or write to us at Healthwatch City of London, Portsoken Community Centre, 14-16 Little Somerset Street, E1 8AH.