

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

Communications and Digital Support Assistant

Description

Do you enjoy engaging with the public whilst sharing your digital skills? Do you have skills in media communications? Would you like to gain skills in running workshops, researching news stories, writing copy for printed and digital media, and developing and uploading website content?

Our Communications and Digital Support Assistant can assist the team with day to day communications activities including; researching and writing news stories for our website, compiling our newsletter/e-bulletins and supporting their distribution, writing and posting on Social Media, maintaining and developing content for the website. You can also help run workshops for the public to find out about their experience and support their use of IT in relation to NHS and Social Care services, e.g booking appointments online.

Purpose of the Role	To support the Healthwatch City of London team with communications activities. And/Or To run workshops to support people in using IT in relation to health and social care.
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	Can suit an ongoing or shorter term commitment for the life of a workshop project.
Key Activities	<p>This role is flexible. You can choose what you wish to get involved with based on your skills and interests.</p> <p>Activities include:</p> <ul style="list-style-type: none"> • Researching relevant news items • Writing copy for various media • Uploading copy and content to website. • Distributing e-bulletins and/or newsletter. • Develop and deliver training workshops for the use of IT in health and social care.
Essential skills and Knowledge	<ul style="list-style-type: none"> • Ability to build a rapport with a wide range of people from diverse backgrounds and ages. • Basic knowledge / experience of writing for various media such as newsletters/ social media/ digital news • Good communication skills: written, listening & verbal. • 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 in the City of London • Ability to work as part of the Healthwatch City of London team. • Sociable and friendly • Non judgemental

	<ul style="list-style-type: none"> • 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"> • Debrief and supervision support sessions • Support/Training to carry out the role
What will you gain	<ul style="list-style-type: none"> • Experience of and skills in writing for various media. • Experience of maintaining/uploading content to a website. • Experience of working within a voluntary sector organisation. • Workshop delivery/ training skills. • 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.