

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

Community Listeners and Influencers

Description

Do you have a passion for championing the voice of patients and the public? Do you enjoy listening to the experiences of others? Are you interested in social research?

Would you like to gain skills in influencing, group facilitation or community engagement?

Our Community Listeners and Influencers support Healthwatch City of London at drop-ins and other public events, gathering patient opinion and raising awareness of our organisation. You can also attend meetings and forums on our behalf; using the views and information that has been gathered by us to represent the views of patients and the public in the City, to influence decision makers.

Purpose of the Role	To represent and promote Healthwatch City of London and to gather residents' views on local health & social care services.
Key Activities	This role is flexible. You can choose what you wish to get involved with based on your skills and interests. Activities include: <ul style="list-style-type: none">• Engaging with the community,

	<p>gathering their views and experiences of health and social care services.</p> <ul style="list-style-type: none"> • Co-facilitating focus groups at public meetings and events. • Representing the views of patients and the public at meetings; based on the evidence and information Healthwatch City of London has gathered. • Reporting back to Healthwatch City of London key points of the meetings attended. • Promoting Healthwatch City of London and providing a link between us and other local groups, service providers and decision makers via meetings and events. • Distributing our promotional materials in local buildings and events.
<p>Essential skills and Knowledge</p>	<ul style="list-style-type: none"> • Ability to build a rapport with a wide range of people from diverse backgrounds and ages. • Good communication skills: written, listening & verbal. • Basic literacy skills, taking notes, recording attendance at events. • 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. • Ability to work with others as part of a team. • Good organisational skills.

	<ul style="list-style-type: none"> • 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 • 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 community engagement. • Experience of the health and social care policy environment. • Experience of working within a voluntary sector organisation. • Skills in influencing decision makers and championing the public and service user voice. • Facilitation 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.