**Project Volunteer**

About the role:

Healthwatch City of London is an independent organisation set up to

champion the views of health and social care service users. It strives to make

sure that health and social care services are meeting local needs and to

ensure that the public’s voice is heard regarding how local services are run.

The Project Volunteer plays a key role in our deep-dive studies

helping us bring the patient experience to life. The role requires collecting,

logging, analysing, and reporting on feedback from our local community.

The research we conduct helps to shed light on inequalities and other issues

within local health and social care provision. As a result of our research, we

publish a report to our health and social care partners and via our channels of communication.

Tasks:

A Project Volunteer will be involved in several tasks throughout

the course of a research study. These tasks will vary based on the project, timing,

and the skillset of the volunteer.

* Drafting project planning documents and carrying out background
* research
* Designing survey questions, interview topic guides, focus group
* sessions, webinar discussions
* Carrying out face-to-face or telephone surveys and interviews
* Leading focus groups, webinar discussions and activities. Writing up
* notes from these sessions
* Carrying out mystery shopping exercises
* Carrying out audits of service information available online
* Logging surveys and inputting data
* Analysing data/feedback
* Using databases and spreadsheets to create charts and tables
* Contributing to the production of research reports
* Participating in working groups, planning and debrief sessions
* Producing infographic summary reports, highlighting, and simplifying
* the key findings from our report.
* Attend meetings with externals partners to discuss, promote and
* showcase the study/report

Commitment:

Minimum of 4 hours per week for 3-month period however this may vary depending on the scale of the project and whether it is a solo or team project. Most tasks can be completed remotely however there may be particular projects that require in person volunteering which will be stated in the project brief.

What we are looking for:

* Aged over 18
* Able to travel to and around the borough if needed
* Friendly, approachable manner with good verbal communication and
* listening skills
* Awareness of personal and professional boundaries
* Experience of Microsoft word, Excel, other software and programmes
* and an ability to use IT (or a proactive approach to learning and
* upskilling)
* Previous experience of carrying out research and a variety of research methods

Additional useful qualities:

* Experience of working with vulnerable and disadvantaged
* communities
* Additional languages
* Experience of working with data
* Experience of report writing