

healthwatch

Bath and North East
Somerset



Volunteer Information Pack

For more information about Healthwatch
Bath and North East Somerset please visit

www.healthwatchbathnes.co.uk

or call us on 01225 232401

Thank you for requesting an application pack. In this pack you will find the following:

- ✓ **About The Care Forum and Healthwatch**
- ✓ **Volunteer Role Descriptions.** These explain what you will be doing as a Healthwatch volunteer and the experience and skills that might help you perform the role
- ✓ **An Application Form.** Applications may be submitted by email to volunteering@thecareforum.org.uk or posted to us at The Care Forum.

About The Care Forum

The Care Forum is a charity specialising in health and wellbeing. We support the not-for-profit health and social care sector and provide a wide range of services to individuals. The Care Forum holds the contracts for Healthwatch in Bath & North East Somerset, Bristol, Somerset, Swindon and South Gloucestershire.

The Care Forum aims to promote health and social well-being by:

Enabling voluntary and community organisations and individuals to participate fully and equally in the planning and improvement of services

Empowering individuals and groups to represent themselves and make informed choices

Improving people's access to services

Further information about The Care Forum is available at www.thecareforum.org

About Healthwatch

Healthwatch began on April 1st 2013 – to give children, young people and adults a powerful voice locally and nationally. Healthwatch wants to reduce inequalities in health and social care services and ensure equal access, treatment and outcomes for all communities. Healthwatch will work to help people get the best out of their local health and social care services whether it's improving them today or helping to shape them for tomorrow.

Local Healthwatch is all about local voices being able to influence the delivery and design of local services. Healthwatch will be getting out into the community to listen to local people's experiences of their health and social care services; these views will then be fed back to local services to shape and improve them.

To do this we need your help. By becoming a volunteer for Healthwatch you will be able to help us reach more people and help your community shape its health and social care services.

The Volunteer roles

Healthwatch has several methods of gathering and reporting views of health and social care services from local communities. There are four volunteer roles which help us to do this:

1. **Healthwatch Champions** – are volunteers who act as a point of contact between Healthwatch and a group that they are a part of. This can be any type of health-related or community group and will include support groups, social groups, residents' groups or shared interest groups
2. **Healthwatch Champion + Representative** – Champions who would like to further their involvement within Healthwatch can become a Healthwatch Representative and attend regular board meetings or committees concerned with health and social care services and/or promote Healthwatch at community events.
3. **Enter and View - authorised representative** – trained volunteers who work in small teams to visit and observe health and social care services, gathering the views of patients, residents, relatives and carers.
4. **Community Outreach Volunteer** – Visit community groups and hold information stands at a range of health and social care settings in Bath and North East Somerset (B&NES) to find out what people think about local hospitals, GP surgeries, dentists, care homes and so on, to help Healthwatch take action to improve care, based on what people say they want and need.

Volunteers will also have the opportunity to put themselves forward to be considered for a role on the Healthwatch Bath and North East Somerset Advisory Group.

What you could get from the role

We believe volunteering can provide satisfaction, fulfillment and should be a fun and enjoyable experience. The Healthwatch volunteer roles will give you the opportunity to:

- ✓ Make a difference to your local community by empowering people to have a voice about their local health and care services
- ✓ Use and develop your existing skills and knowledge
- ✓ Meet new people
- ✓ Access training and support
- ✓ Provide you with valuable experience for your CV

All volunteers will be asked to comply with relevant organisational policies, our 'Code of Conduct' and The Care Forum volunteer agreement. We welcome and encourage applications from people of all backgrounds. Where individuals may require support to carry out the volunteer role reasonable adjustments will be made to make this possible.

More about the Healthwatch Champion role:

Purpose of the role:

To represent a group within the community and feedback their views on local health and social care services.

What will you be doing?

As a Healthwatch Champion you are asked to:

- ✓ Be the point of contact between Healthwatch and your group
- ✓ Promote Healthwatch and its role within your group/local community
- ✓ Ask people in your group about their views and experiences of local health and social care services
- ✓ Impartially report the views of your group back to Healthwatch
- ✓ Feedback information from Healthwatch to your group in a way that is easily understood
- ✓ Attend Healthwatch volunteer training and group support sessions as appropriate

Personal qualities for the role

- ✓ Good listening and communication skills
- ✓ Committed to helping people have a voice
- ✓ Able to encourage people from your group to speak up about their views and experiences
- ✓ Non-judgmental and respecting of others
- ✓ Able to separate own experiences from other people's issues – and faithfully present the views of your group

Other information

Duration and commitment: The days and amount of time you give is flexible; you can discuss and agree these with your volunteer support officer.

More about the Healthwatch Champion and Representative role:

Purpose of the role:

For Healthwatch Champions (*see Champion role description*) who would like to be further involved as a local Healthwatch Representative on boards/ committees/ meetings hosted by other organisations and to report back to Healthwatch. To represent Healthwatch at public events.

What will you be doing?

As a Healthwatch representative you will be asked to:

- ✓ Attend relevant meetings or events to represent Healthwatch
- ✓ Prepare for meetings by reading minutes and supporting papers
- ✓ Present views of Healthwatch at meetings
- ✓ Impartially feedback from meetings to Healthwatch with a written report
- ✓ Maintain knowledge of your chosen health and social care field
- ✓ Attend Healthwatch volunteer training and group support sessions as appropriate

Personal qualities for the role

- ✓ Good listening and communication skills
- ✓ Able to present information in a concise and structured way
- ✓ Understanding of the need to challenge others' views in a constructive way as appropriate
- ✓ Reliable

Other information

When and where: This role will require you to attend meetings within the local area and the times and venues of these meetings will vary. We will ensure you are able to travel within your local area and provide support to do this i.e. travel expenses and access requirements.

Duration and commitment: The number of hours you give as a volunteer representative will vary and depend on your availability and the timing of specific meetings/events; you can discuss and agree these with your volunteer support officer.

More about the Enter and View Authorised Representative role:

Purpose of the role:

Healthwatch has an important statutory power that entitles authorised volunteers to “enter and view” health and social care services as they are being delivered and then report back to Healthwatch.

What will you be doing?

As a Healthwatch Enter and View volunteer you will be asked to:

- ✓ Participate in enter and view planning and review meetings
- ✓ With another volunteer(s), enter and view health and social care provision premises while services are being delivered
- ✓ Observe services and collect views of service users, their carers and families, staff
- ✓ Contribute to a written report about what was observed which includes any positive and/or negative feedback
- ✓ Attend Healthwatch training and group support sessions as appropriate

Personal qualities for the role

PLEASE NOTE: volunteers for this role should be aged 18yrs+

- ✓ Good listening and communication skills, patient and compassionate
- ✓ An ability to separate your own experiences and views from those of others and demonstrate impartiality
- ✓ Able to work as part of a team
- ✓ Non-judgmental and respecting of others

Other information

DBS check: Due to the nature of the role you will need to have completed an enhanced Disclosure and Barring Service check before taking part in enter and view visits.

When and where: Visits can be undertaken at any time services are being delivered but will usually be conducted during Mon – Fri between 9.00am – 5.00pm.

Duration and commitment: The time commitment is likely to vary depending on the location and type of visit(s) being undertaken.

More about the Healthwatch Community Outreach role

Purpose of the role:

- ✓ To visit community groups to promote Healthwatch and encourage a wide variety of people to feed in their views about the health and social care services they use.
- ✓ To tell Healthwatch what the public has told you, so Healthwatch can take action
- ✓ to improve health and care quality locally.

What will I be doing?

- ✓ As a Healthwatch Community Outreach volunteer you are asked to:
- ✓ Find and contact new events, groups and meetings to spread the word about Healthwatch
- ✓ Ask people at these groups about their views and experiences of using local health and social care services
- ✓ Record and report the views of these groups back to Healthwatch staff
- ✓ Promote Healthwatch and its role within the local community
- ✓ Encourage people to fill in feedback leaflets, attend focus groups and complete surveys, so we can gather their opinions about local health care
- ✓ Attend Healthwatch volunteer training and group support sessions.

Personal qualities for the role

- ✓ Good listening, spoken communication and presentation skills and the ability to speak in group situations or in front of an audience
- ✓ Ability to proactively contact individuals and groups who might benefit from knowing about Healthwatch and telling us their experiences
- ✓ Ability to report back different group's views and experiences without bias
- ✓ Empathy and respect for others
- ✓ Committed to helping people have a voice and improving local healthcare.
- ✓ The days and amount of time you give is flexible, but usually around eight hours a month. You can discuss and agree these with your volunteer support officer.

We actively encourage applications from all people from all backgrounds. To find out more, please call volunteering at The Care Forum Tel: 0117 9589 363. It would be great to have you involved.