

## ***Healthwatch Richmond Volunteer Information Pack***

### **Role description**

Healthwatch Richmond is the consumer champion for health and social care in Richmond upon Thames. We're here to make sure that providers put people at the heart of health and social care services and to help people to find the information they need. Our purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf to ensure that they meet the needs of our community.

Healthwatch Richmond is looking to recruit a team of volunteers to support the delivery of our work and speak up for better healthcare in the community. It is an opportunity to contribute something meaningful which will develop into positive outcomes within health and social care.

A key role of a Healthwatch volunteer is to conduct Enter & View visits. As a Healthwatch Volunteer you will view and observe healthcare facilities, interact with patients, carers and staff to gather feedback on many aspects of care provision. This could include looking at accessibility, quality of care and patient experience. It is an opportunity to gain a unique insight into health and social care provision, whilst also supporting real-time projects which will be used to improve health and social care across the borough. Before undertaking enter & View visits you will be able to engage in the project preparation work, as well as the experience of reporting your feedback and observations after your visit, to help shape our research and project reports. The work you do will have a direct impact on the success of our projects.

Volunteers will also have the opportunity to support Healthwatch Richmond's community engagement work. It is a chance to make a difference, one conversation at a time! You will be able to attend outreach sessions alongside Healthwatch staff to engage with members of the public, gather their insights and use this feedback to contribute directly to improving health and social care. You will also promote the work of Healthwatch, to show members of the public that we are here to ensure all voices are heard and amplified within health and social care.

Being a Healthwatch volunteer is the perfect opportunity for anyone who wants to make a genuine difference to their community. Whether you have previously worked within health and social care, or you are keen to gain experience, as long as you are passionate about health and keen to embrace a new challenge, this role is for you.

**Benefits:**

- Subsidised travel costs to and from volunteering locations.
- Free DBS check.
- A range of training opportunities including Enter & View training, safeguarding training, EDI and GDPR. We will also support you by offering training throughout your time volunteering and support you to undertake training based on your interests.
- An opportunity to gain a unique first-hand experience of health and social care provision.
- A chance to meet new people from different walks of life.
- Regular volunteer meet-ups and coffee mornings.
- The opportunity to make a real difference to health and social care in Richmond upon Thames.

**Key responsibilities:**

1. *Conducting Enter & View visits:* As guided by the Volunteer Coordinator, and following a questionnaire or checklist, observe designated health and social care settings, focusing on the delivery of care and experience of patients and staff.
2. *Gather information:* Engage with patients, service users, their families, carers and staff members to gather feedback and insight into their experience of the health and social care service.
3. *Document findings:* Record observations, feedback and any issues identified during visits accurately and comprehensively using forms and digital platforms.
4. *Collaboration:* Collaborate with other volunteers, staff members, health and social care organisations and stakeholders.
5. *Community Engagement:* Actively engage with members of the community during outreach events, online channels and social media platforms.

## Qualifications and Skills

### Essential

- Excellent communication skills, including experience of active listening
- Strong observational and question-asking skills
- Strong empathy skills with the ability to engage with individuals from diverse backgrounds
- Ability to work well as a team as well as independently when required
- Strong organisational and time management skills
- Experience or knowledge of health and social care commissioning, provision and usage
- The passion to make a positive impact on the community

### Desirable

- Experience or knowledge of safeguarding matters
- Knowledge of the local community of Richmond upon Thames
- Experience in presenting views and ideas
- Experience of report writing
- Previous experience in outreach, community engagement or related fields

Our Volunteer Handbook provides more information about the work Healthwatch Richmond, the volunteer roles and volunteer policies. Please read through prior to submitting your application.

The Link to our **Volunteer Handbook** can be found [here](#)

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### Application form

The application form is to be completed online. You will be required to answer two questions to explain your experience and reason for applying. Please also supply two referees to support your application who will be contacted before invitation to interview.

The link to the application form can be found [here](#):

If you have any questions or require any reasonable adjustments please email:

[Katie@healthwatchrichmond.co.uk](mailto:Katie@healthwatchrichmond.co.uk)

*Good luck, and we look forward to receiving your application.*