

## Volunteer Role Description

### Online feedback collector

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#### What is an online Feedback collector?

##### Overview

As an online feedback collector, your role will be to collect feedback about people's experiences of health and social care services that has been left online.

##### Why should you be a Healthwatch Online feedback collector?

There is a huge amount of information on the internet and social media about people's experiences and views of health and social care services. You can help us collect this information to inform our work at Healthwatch Kirklees and Healthwatch Calderdale to help inform the changes health and care services can make to improve care for all.

From Facebook groups to more official forms of feedback run by organisations, such as local charities and community groups, there are a variety of places online where people leave their reviews and experiences about the care they receive. With the data being vast and ever-changing, we need volunteers to help us collect information to help identify gaps or issues in the care being provided to people in Kirklees and Calderdale.

#### About Healthwatch Kirklees and Healthwatch Calderdale

Healthwatch Kirklees and Calderdale are committed to trying to make changes to health and social care services that reflect the needs of the people in the local community. In order to do that, we establish projects looking in to the key concerns and issues that have been reported to us by the general public. We need the assistance of volunteers to make sure we are finding out as much about the public's opinion as we can. We need volunteers to go out in to their communities and talk to their family and friends to gather feedback, positive and negative, about health and social care services.

This will help Healthwatch Kirklees/Calderdale to have greater reach and a better understanding of the important problems across services in these areas, so we can commit our time to doing the work on the issues that really matter to the people of Kirklees and Calderdale.

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## What does the role involve?

- Searching for feedback on social media
- Gathering feedback from family and friends
- Searching for feedback using a list of online sources
- Data gathered shared with your supervisor
- Data entry into our database (When lock-down is relaxed)

## Is this the right role for me?

- Do you have the following personal qualities, skills and computer access?
- Be non-judgemental
- Be committed to the vision of making positive changes to health and social care services
- Experience of using Microsoft Office, including Word
- Be able to work with a wide range of people from different backgrounds
- Be comfortable volunteering from home
- Good research skills
- Access to the internet/email
- Able to use your own initiative but comfortable in asking for help when needed
- Respectful of confidentiality and be able to deal with confidential information sensitively and appropriately

## All volunteers involved will be expected to:

- Adhere to Healthwatch Kirklees/Calderdale values, policies and procedures
- Listen to and encourage others to share their views
- Share information, ideas and learning openly
- Be willing to undertake training and develop knowledge/understanding
- Demonstrate commitment to inclusivity and valuing diversity

## How much time is involved?

Our volunteering roles are flexible and fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

## Are you interested?

For more information, contact Katherine Sharp, Volunteering and Engagement Officer (Enter and View Lead) on 01924 450379 or email [katherine.sharp@healthwatchkirklees.co.uk](mailto:katherine.sharp@healthwatchkirklees.co.uk)