

Volunteer Role Description- Call handler and Administration support (NHS Complaints Advocacy)

Venue and date: from home but may be office based when restrictions lift
Time commitment: 2 hours + weekly (during office hours 9-4pm) Flexible

About Healthwatch Kirklees and Healthwatch Calderdale

Healthwatch Kirklees and Healthwatch 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. We gather and represent the views of adults, young people and children living or using services in Calderdale. We want to know what's working well and what needs to be changed. 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.

Healthwatch Calderdale manages the NHS Complaints Advocacy Service for Calderdale which supports the general public to make a complaint about NHS care or treatment by signposting people down the correct route or supporting them in doing this. Our NHS Complaints Advocacy is free, confidential and independent of the NHS

What tasks will I get involved with?

Healthwatch Calderdale is looking for a volunteer to help support staff with its NHS complaints advocacy service. We need volunteers to support Healthwatch Calderdale staff to make sure people get the right advice and support at the right time, to answer questions people might have about the service or complaints process and to help people understand what the NHS complaints process can achieve.

We are looking for someone who is confident in talking to people on the telephone, is at ease recording information, is able to take personal details and complaints information for our NHS complaints advocacy service. As a caller handler and administration support volunteer you will be helping local people have their voices heard by supporting Healthwatch Calderdale's staff to signpost them to the right service or assisting in providing support to people. You will need to help people to understand the different options they have in raising a concern or making a complaint.

You will carry out a variety of tasks such as making, receiving and directing phone calls for our advocacy service, data entry on our in-house database, assisting with the handling of both incoming/outgoing mail, typing and general office duties, liaising with other departments and volunteers as and when necessary and providing other administrative support tasks where appropriate. There may be occasions where you have the opportunity to get involved in other areas, including attending events or other activities relating to the Healthwatch services.

This role will at times involve interacting with individuals from diverse backgrounds with many different experiences and with vulnerable or at risk individuals. It involves recording information of a confidential and sensitive nature and will require a (DBS) disclosure and Barring service check.

Full training will be given

Is this the right role for me?

Are you friendly and approachable can you work as part of a team? Are you confident taking to people on the telephone and recording detailed information? Are you patient and a good listener? Do you understand the importance of confidentiality? Can you give a few hours per week to help to make positive changes in your local area? Is it important to you to give good customer service and to support other people to make positive changes and have their voice heard?

All volunteers involved will be expected to:

- Adhere to Healthwatch Kirklees & Healthwatch 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

Personal Qualities

It is essential for us at Healthwatch that staff and volunteers work together and are honest and transparent. It is also really important that staff and volunteers are polite and friendly and make all individuals we speak to, or who contact us feel comfortable and valued. It is essential you have good communication skills and a positive telephone manner. The ability to work independently and pay attention to detail is also essential.

We receive a variety of calls, sometimes challenging in nature. Individuals can become distressed or upset as they explain their situation. We need someone for this role who is able to stay calm, and support these individuals at that time with empathy and compassion.

Experience or Skills

- Good communication skills and friendly and professional telephone manner
- Have an understanding of and commitment to confidentiality
- Be able to work with a wide range of people from different backgrounds
- Be able to deal with confidential information sensitively and appropriately
- Have good listening skills
- Basic IT and admin skills
- Be non-judgemental
- Be committed to the vision of making positive changes to health and social care services

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