

## Volunteer Role Description

### Mystery Shopper

---

#### What is a Mystery Shopper?

Sometimes we need help to find out what it's really like for someone like you, to get the health and/or care information you need. Mystery shopper volunteers act as a real patient or client would. This would involve using the phone, internet or email, and in some cases, visiting agreed locations across East Sussex.

#### What's in it for you?

- New experiences and learning
- Helping to improve the health and care services you and your family use
- Use and build your communication skills
- Ongoing training opportunities
- Be part of a dedicated team

#### What's involved?

- Contacting health and care services, and occasional travel
- Finding out whether people are being signposted to the correct places, and reporting back to us
- Making sure Healthwatch East Sussex material is on display in your local area

#### This role will suit people who are:

- Curious
- Good at listening
- Able represent wider views

This role will require an enhanced Disclosure and Barring Check

**This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract**

## **Extra information**

<b>Time commitment</b>	Flexible dates, average 2-4 hours per session.
<b>Volunteer Manager</b>	Elizabeth Mackie, Volunteer and Community Liaison Manager
<b>Staff Contact</b> (if different)	Kate Richmond, Outreach and Engagement Officer
<b>Expenses</b>	Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance

## **About Healthwatch East Sussex**

Healthwatch East Sussex is an independent voice for the people of East Sussex. We're here to understand the lived experiences of people who use health and social care services in the county. We work hard to ensure that all sections of the community are represented in the decision making process and that your views are listened to, recorded and reported.

## **Interested in applying?**

**Call us:** 0333 101 4007

**Email:** [Enquiries@healthwatcheastSussex.co.uk](mailto:Enquiries@healthwatcheastSussex.co.uk)

**This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract**