

## **Volunteer Role Description**

### **Healthwatcher**

#### **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.

#### **What is a Healthwatcher?**

As a Healthwatcher, you can help us to understand what people think about Health and Social Care services in Kirklees/Calderdale. You can do this by speaking to your friends, family and colleagues about what they think about their GP, dentist, hospital services, pharmacy, opticians. Do they have a relative in a care home, what quality of service do they receive there? We will sometimes ask you for your own views on particular issues that we are working on. We also ask for your help in promoting Healthwatch Kirklees with us at events and to your own communities to increase people's awareness of what we can do. We will try to make it as easy as possible for you to feedback to us.

We will then monitor the comments and pull out the common themes. By sharing them with the organisations that run, commission and regulate health and social care services, we hope to improve services in Kirklees.

The role is flexible, you decide the amount of time you would like to commit to picking up people's opinions and feeding them back; we understand that at some times you may be able to feed back more information to us.

## Is this the right role for me?

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

## Experience

We are keen to work with people who have an interest in improving services and empowering people.

## Personal Qualities

You should:

- Be able to work with a wide range of people from different backgrounds
- Be able to contribute to group meetings/discussions
- Be able to deal with confidential information sensitively and appropriately
- Have good listening 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

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