

Volunteer Role Description

Community Engagement & Outreach Volunteer

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 into their communities and talk to their family and friends to gather feedback, positive or needing improvement, about health and social care services. This will help Healthwatch Kirklees & Healthwatch 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 Community Engagement & Outreach Volunteer?

As a Community Engagement & Outreach Volunteer, 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 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 and Calderdale. 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

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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

Katherine Sharp, Volunteering and Engagement Officer (Enter and View Lead) on 01924 450379 or email katherine.sharp@healthwatchkirklees.co.uk