

Community Engagement Volunteer

About the role

Healthwatch Lewisham is an independent organisation set up to champion the views of health and social care service users. It strives to make sure that health and social care services are meeting local needs and to ensure that the public's voice is heard regarding how local services are run.

As a Community Engagement volunteer, you will be taking a lead in helping us reach people, contributing to our Patient Experience and Emerging Communities Programmes. This role is ideal if you like talking and interacting with people, are passionate about the voice of the local communities and believe in equality.

Patient Experience

We visit healthcare and community settings to talk to people about their experiences with health and social care and capture those experiences with our feedback survey.

Following a visit, volunteers input the feedback into a database. Those looking for further skills and development can get involved in analysing the data collected and help create charts and written content for our quarterly Patient Experience Report.

Healthwatch Link Champion/ Emerging Communities

If you have an interest in supporting an emerging or isolated community then you could contribute to our Patient Experience Programme as a Healthwatch Link Champion. This part of the role specialises in gathering and feeding back views from a particular community, helping to build trust, improve links and deepen our understanding of how the community experiences health and social care services.

Tasks

- Visiting health and care and community venues to talk to people and gather feedback.
- Carrying out telephone engagement to capture people's feedback.
- Collecting online reviews of relevant services from google, nhs.uk, and other review sites.
- Inputting patient experience feedback into a database.
- Analysing patient experience feedback.

- Producing infographic summary reports, highlighting, and simplifying the key findings from our Patient Experience Report.

Time Commitment

- A weekly commitment, Weekday morning availability a plus
- 4 hours a week, 3-month minimum commitment

Travel commitment

You must be willing and able to travel across the borough – sometimes this could be up to 1.5 hours.

Is this role right for me?

What we are looking for:

- Aged over 18.
- Able to travel to and around the borough.
- Confidence in speaking with strangers.
- Friendly, approachable manner with good verbal communication and listening skills.
- Awareness of personal and professional boundaries.

Considered a Bonus:

- Additional languages are considered a plus.

Benefits of volunteering

- Incredibly social role, where you meet and work with lots of other people
- Join a network of over 300 volunteers
- Gain access to our training hub and develop yourself further
- Our volunteers receive priority job alerts for internal paid roles
- Travel expenses covered

**To make an application or for more information please contact the
Volunteers team on 07944391223 or by email vip@yvhs.org.uk**