

Community Research 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.

The Community Research volunteer plays a key role in our deep-dive studies helping us bring the patient experience to life. The role requires collecting, logging, analysing, and reporting on feedback from our local community. The research we conduct helps to shed light on inequalities and other issues within local health and social care provision. As a result of our research, we publish a set of recommendations to our health and social care partners.

Tasks

A Community Research volunteer gets involved in several tasks throughout the course of a research study. These tasks will vary based on project, timing, and the skillset of the volunteer:

- Drafting project planning documents and carrying out background research
- Designing survey questions, interview topic guides, focus group sessions, webinar discussions
- Carrying out face-to-face or telephone surveys and interviews
- Leading focus groups, webinar discussions and activities. Writing up notes from these sessions
- Carrying out mystery shopping exercises
- Carrying out audits of service information available online
- Logging surveys and inputting data
- Analysing data/feedback
- Using databases and spreadsheets to create charts and pivot tables
- Contributing to the production of engaging and accessible research reports
- Participating in working groups, planning and debrief sessions
- Producing infographic summary reports, highlighting, and simplifying the key findings from our report.
- Attend meetings with external partners to discuss, promote and showcase the study/report

Time commitment

- Minimum of 4 hours per week for 3-month period

Travel commitment

This role includes face-to-face engagement which requires travel across the borough, sometimes up to 1.5 hours to a location.

Regular visits to the office may be necessary/required by your line manager

Is this role right for me?

What we are looking for:

- Aged over 18
- Able to travel to and around the borough
- Friendly, approachable manner with good verbal communication and listening skills
- Awareness of personal and professional boundaries
- Experience of Microsoft word, Excel, other software and programmes and an ability to use IT (or a proactive approach to learning and upskilling)
- Previous experience of carrying out research and a variety of research methods

Considered a bonus:

- Previous experience of carrying out research and a variety of research methods
- Experience of working with vulnerable and disadvantaged communities
- Additional languages are considered a plus
- Experience of working with data
- Experience of report writing

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