

Signposting & Information 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.

Information & Signposting

We provide information about local health and social care services to residents in Lewisham, typically by phone, email, and post. In our signposting, we also try to help service users understand what they can expect from the NHS and other health and care services. This includes information to help people understand any choices they may have regarding these services.

The Signposting & Information volunteer role supports our delivery of the Healthwatch in three main ways:

- To help deliver the Healthwatch information service, answering questions from the public by telephone, email, post, and social media.
- To provide information and signposting to local people to help them navigate health and social care services in the borough and be able to raise their concerns
- to support other Healthwatch work, and projects related to information for the public and gathering views of NHS and care services

Tasks

An Information & Signposting Volunteer's **key role is to answer telephone and email health and social care enquiries**. Main responsibilities include:

- Listening and responding to people contacting the information service and providing appropriate answers and responses
- Keeping up to date with local health and social care providers.
- Making appropriate referrals to the local NHS Complaints Advocacy support service

- Logging queries that come through.

Time Commitment

- Weekly commitment required
- Minimum 3 hours a week for 3-month period.

Is this role right for me?

We are looking for individuals who possess **some or all** the below experiences, skills and qualities.

What we are looking for:

- Aged over 18
- Able to travel to our office
- Friendly, approachable manner with good verbal communication and listening skills
- Awareness of personal and professional boundaries
- Experience of Microsoft word, and ability to use IT (or a proactive approach to learning and upskilling)

What would be a bonus:

- Additional languages are considered a plus

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