



Volunteer Role Description

Role Title:	Community Engagement
Location:	Various locations across East Riding
Expected Commitment:	Variable
Accountable to:	Healthwatch Delivery Manager

Purpose of the role

To work with Healthwatch East Riding of Yorkshire (HWERY) to operate in either single community areas within the East Riding, or across a number of communities in the East Riding, or with communities of interest (e.g. children and young people, BME Groups, the elderly, etc.) To support individuals, families or whole communities, and empower them to:

- Identify their needs, opportunities, rights and responsibilities;
- Contribute to and influence local health and social care commissioning and delivery;
- Develop activities and services to improve their lives.
- To publicise and promote Healthwatch

Main tasks may include:

- Assisting with drop in and outreach sessions ,roadshows and other events and information stalls
- Attending other events as needed to promote the services of Healthwatch.
- Making sure Healthwatch promotional materials are advertised in the local area i.e. posters and leaflets.
- Keeping up to date with groups and events within your local area and sharing this information with HWERY staff team.
- Encouraging local people to sign up to HWERY and also to distribute and ask people to complete surveys for HWERY
- Being responsible for ensuring that your local area is updated about the developments within HWERY by liaising with other HWERY volunteers and the staff team.
- Gathering views from friends and family and local residents, with particular efforts made to engage with “seldom heard” groups.
- Encouraging other members of the public to volunteer with Healthwatch.

Skills and Qualities Required

- Ability to verbally communicate effectively
- Ability to engage with people from a variety of backgrounds
- Good listening skills
- Ability to work with and on behalf of people from all backgrounds in a positive and supportive manner
- Outgoing, friendly and approachable personality.





- A commitment to equality and diversity
- Ability to work on own initiative and as part of a team
- Ability to act professionally and maintain confidentiality at all times
- Ability to prioritise work load, and meet agreed deadlines
- Respect for the organisation's policies
- Participate in and contribute to team meetings.
- Share with other team members' previous experience, skills and knowledge, which may be relevant to the team in providing its service.
- Be supportive, respectful and empathetic to colleagues and customers.
- Always be prepared to be an ambassador for HWERY in whatever capacity you find yourself, hence ensure your actions and attitude are always presented professionally.

Qualifications Required:

- No formal qualifications needed

Volunteers will receive:

- Reimbursement of reasonable out of pocket travel expenses (receipts required)
- Training to be able to carry out the tasks
- Support and supervision

Contact details

To apply for this position or for any questions relating to volunteering with Healthwatch East Riding of Yorkshire, please contact:

Caroline Frost
Healthwatch East Riding
Freepost RTEX-JUJY-LTUR
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Brough
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Web: www.healthwatcheastridingofyorkshire.co.uk





General Information for all Healthwatch Volunteers

Recruitment method

To become a Healthwatch volunteer you will be asked to complete an application/joining form and provide references. Depending on the nature of your role, you may be required to undergo a Criminal Record Bureau check. You will complete an introduction package and receive training relevant to your role. You will only be able to begin your volunteering once we have completed the necessary checks relevant to your role (which for some roles will include employment history).

Disclosure and Barring Service (DBS) Checks

Confirmation of your appointment will be subject to the receipt of a satisfactory DBS check if, during the course of your role, you are likely to carry out tasks with, or in supervision of, children or vulnerable adults.

Probationary period

Final confirmation of your appointment to this role is subject to a maximum six-month probationary period.

Ongoing training

All our volunteers are provided with the necessary training to enable them to carry out their role.

Healthwatch actively encourages and invests in the development of our volunteer team. As new training becomes available you will have the opportunity to increase your skills and access training which relates to your role within the organisation.

Course dates are available from your supervisor.

Confidentiality

All information concerning volunteers, employees and service users of Healthwatch shall be treated as strictly confidential at all times.

Equal Opportunities

It is the aim of Healthwatch to ensure that no one receives less favourable treatment on the grounds of age, sex, race, colour, religion, marital status, sexuality or disability; or, is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Everyone shall adhere to our equal opportunities policy and ensure that diversity is valued throughout Healthwatch.





Health & Safety

We aim to provide a safe environment for all our volunteers. We will therefore make you aware of your responsibilities under the Health and Safety at Work Act 1974, and to ensure that agreed safety procedures are carried out and to maintain a safe environment for volunteers, employees or visitors.

Data Protection

If you have contact with data systems, computerised or otherwise, you are required to obtain, process and/or use the information in a fair and lawful way; to hold data only for the specific registered purpose; and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

Expenses

Your volunteering for Healthwatch should not cost you anything. We will reimburse all legitimate out of pocket expenses incurred during your volunteering with us. Please see our separate volunteering expenses policy and discuss to your supervisor to confirm what expenses you can claim.

Review of this description

This role description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of Healthwatch. This role description is to be reviewed in conjunction with the volunteer on an annual basis as part of the support and supervision process. It is expected that the volunteer will be as positive and flexible as possible using this document as a framework.

