

# **Volunteer role descriptions**

Roles and their responsibilities

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## Introducing Healthwatch

Healthwatch is the independent champion for people using health and social care services. We listen to people's views about health and social care services including their experiences and encourage health and social care services to involve people in decisions that affect them.

We work for positive change in health and social care in North Yorkshire as well as highlight good practice within services.

We rely on volunteers like you to help make services better. Here's how you can get involved with Healthwatch North Yorkshire.

## Key benefits of volunteering

As a volunteer, you will support Healthwatch North Yorkshire in fulfilling our purpose of being the champion for people using health and social care services. You will make a difference by connecting with people in your local community, including those whose voice is seldom heard, so their experiences can help make health and care better.

There are many benefits to volunteering with your local Healthwatch. These include:

- An opportunity to contribute positively to your local community, help people, and make a real difference to their lives.
- A chance to learn new skills with training and personal development opportunities.
- A useful steppingstone to employment
- An opportunity to meet a diverse range of people and develop connections with people in your local community.
- Being part of a great team of volunteers, with dedicated staff to support you.

## How we will support you

As well as the Healthwatch North Yorkshire volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll receive full training including induction to Healthwatch and be part of a team who'll make sure your volunteering experience is positive.

## How much time is involved?

Our volunteering roles are flexible and fit around your schedule. Ideally, our local Healthwatch Volunteers would be able to make a regular commitment to the role on a weekly or monthly basis. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.



## Role descriptions

### Community Engagement Volunteer

You will play an important role in speaking to people in the community about their views on local health and care services. This role can also be ad-hoc to suit your lifestyle. You will speak to people via hospitals, libraries, shopping centre stalls, Healthwatch and community events as in general and an event assistant or/and an event organiser.

#### Why should you be a community engagement volunteer?

If you like talking and listening to people, this is the right role for you. We have a vital role to play in ensuring people in North Yorkshire are engaged, listened to, and provided with an avenue to tell us their views and opinions.

By people sharing their experiences with us we can bring these to health and care providers and decision makers in North Yorkshire to influence services to make them better. You will be an essential part of our team in ensuring people's voices are collected and heard in the right places. We need you to help us be the best that we can be.

#### What will the role involve?

- Working with Healthwatch volunteers and staff team to reach out into different communities to get people's views on health and social care services.
- Planning engagement activities with other volunteers and staff members
- Engaging people using online platforms e.g., Zoom, Microsoft Teams and/or via phone.
- Holding engagement and information stands in community areas such as hospitals, GP surgeries and dentists.
- Talking to and gathering views of the public and reporting this back to us
- Helping us conduct surveys and consultations with local people.

#### Personal specification/requirements

- Effective communication skills and ability to ask questions and listen well to engage with people.
- Enjoys meeting and talking to members of the public.
- Empathy
- Passionate about improving local health and social care services.
- Able to separate own experiences from other people's issues and to faithfully present the views of the people they represent.
- Able to work as a team with other volunteers and staff.
- Experience of using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided in the latter)
- Respectful of confidentiality

## Event assistant

You will help at an already organised engagement event, stall, or opportunity to raise awareness of Healthwatch North Yorkshire and/or capture people's experiences of health and care. You will be talking to people about their experiences (both good and bad) and recording the information. You will also share information about Healthwatch North Yorkshire and signpost people if they have questions about local health or care services. In this role, the opportunities will not necessarily have set times, but will happen throughout the year on different days and times of day. You will be invited to sign up for as many events as you are able to attend, but there is no expectation that you will be able to attend every opportunity.

### What additionally will an event assistant part of the role involve?

- Attending engagement activities, stalls and stands with other volunteers in community venues like libraries, GP surgeries, supermarkets and at local markets, fetes and fairs.
- Keeping a record of people's experiences and sharing these with Healthwatch staff members
- Helping us conduct surveys and consultations with local people.
- Raising awareness of Healthwatch North Yorkshire
- Providing information and signposting to members of the public in response to questions

### Personal additional specification/requirements for an event assistant part role

- Effective communication skills, including good listening skills.
- Good note taking
- Be comfortable volunteering face-to-face with people (in line with any COVID-19 regulations or advice)
- Respectful of confidentiality and anonymity

## Information & signposting volunteer

You will help people get the information they need about health and care services and how to access community support. This is key part of what Healthwatch does and therefore you will be supporting people to get the information they need. An information and signposting volunteer is help people get the information they need about health and care services and how to access community support. This role can also be ad-hoc to suit your lifestyle.

### Why should you be a Healthwatch information and signposting volunteer?

Accessing health and care can be difficult, with people not knowing where to go for support. As an information and signposting volunteer, you will be there to help guide people to the right health and care services, ensuring they have the most up to date information either online or over the phone. The COVID-19 pandemic has shown us just how important it is for the public to have the right information; you can play a vital part in making this happen.

### What will the role involve?

- Providing information to the public that has been checked and/or provided by Healthwatch.

- Searching for relevant information and agreeing with a member of staff whether it's suitable to share with the public.
- Recording the type of information, you have provided and who has received it

### Personal specification / requirements

- Someone who enjoys listening and communicating with people from different backgrounds.
- Experience of using Microsoft Office, including Word
- Comfortable volunteering from home
- Access to the internet/email
- Able to use your own initiative but comfortable asking for help when needed

### Board members

You will play a role in setting the strategic direction of Healthwatch North Yorkshire, ensuring that the vision, aims, and values are upheld. You will ensure we deliver an effective Healthwatch in line with legislation.

### Why should you be a Healthwatch Board member?

Healthwatch North Yorkshire is the independent champion for people who use health and social care services in North Yorkshire.

We have a vital role to play in ensuring people in North Yorkshire are engaged, listened to and provided with an avenue to tell us their views and opinions. By people sharing their experiences with us, we can bring these to health and care providers and decision makers in North Yorkshire to influence services to make them better.

You will play a crucial role in ensuring Healthwatch North Yorkshire is governed effectively. Good governance leads to good delivery. We need your skills, abilities, knowledge and experiences to be the best we can be.

Due to the pandemic Healthwatch North Yorkshire have been holding board meetings online.

### What will the role involve?

- Having a clear understanding of the role of Healthwatch and working with other Healthwatch board members and staff team to plan, review, evaluate and oversee Healthwatch North Yorkshire
- Promoting Healthwatch and our role within the local community
- Being accountable for Healthwatch delivery and ensuring the organisation adheres to its purpose, acts in the best interest of the organisation, manages resources appropriately and complies with the organisation's governing document and the law
- Producing Strategy and Business Plans with Healthwatch CEO
- Upholding the Healthwatch brand by adhering to Healthwatch values and behaviour whilst minimising and mitigating risks to delivery and reputation
- Engaging with appropriate local people within North Yorkshire to understand strategies for the delivery of health and care services.

- Having a clear understanding of legal responsibilities as a board member and expectations as an individual member and collectively as a board.
- Keeping up to date with governance good practice and implementing this in Healthwatch North Yorkshire

### Personal specification/requirements

- Ability to work as a team with other volunteers and staff.
- Effective communication skills and ability to ask questions, listen well and provide challenge when needed and appropriate.
- Decision making skills.
- Experience of using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided in the latter)
- Respect and ability to keep confidentiality.

### Social-Media Volunteer

Healthwatch North Yorkshire uses its website and social media to communicate our work and where people can go to access the support they need. As a social media volunteer, you will be supporting Healthwatch North Yorkshire to manage its social media and website by creating and/or reviewing content and responding to people's comments or queries.

### Why should you be a digital communications volunteer?

Healthwatch North Yorkshire wants our website and information to be accessible to everyone. Your role will be to help us get this right.

Stay up to date with the ways that social media and websites work. With an ever-changing environment, this opportunity will enable you to freshen up your digital skills. Working alongside Healthwatch staff, you will help to manage and contribute to our website, social media and other digital platforms. You'll make a difference by helping to keep the public up to date with the latest news, enabling people to share their views and communicate the number of ways people can get the support they need.

### What will the role involve?

- Use of Healthwatch social media channels such as Facebook, Twitter, Instagram and LinkedIn.
- Updating the social media calendar in advance to schedule in key health and social care dates.
- Designing social media copy (using Healthwatch's brand guidelines) on the graphic design platform Canva.
- Producing content for the website (blogs, articles, videos etc)

### Personal specification/requirements

- Experience of using different social media
- Be comfortable volunteering from home.

- Access to the internet/email
- Able to use your own initiative but comfortable in asking for help when needed.

### Enter and View (authorised representative) volunteer.

This involves visiting health and social care settings across North Yorkshire to gather feedback and assist the assessment how well the service is working. This is a great opportunity to get involved and influence improvements in local health and social care. Training and support will be given by Healthwatch staff. Volunteers commit to the date and times they are available for, there is no minimum or maximum number to commit to.

#### Why should you be a enter and view volunteer?

You'll be helping to make life better for people by using the insight to make tangible differences to health and care services. You'll meet a wide range of people who rely on health and care services. You'll gain valuable experience which may support your job aspirations. You'll meet new people, be part of the Healthwatch team who act as the public champion for health and care and make a difference for your local community.

#### What will the role involve?

- Working with Healthwatch staff to plan and conduct Enter and View visits.
- Participating in briefing and de-briefing meetings regarding the visit
- You'll talk to people, including family members, carers and staff to get a full picture about how services are working.
- You'll record these experiences and with your team write a report on what's working well and areas for improvement.
- You'll support the Healthwatch staff who talk to service managers about the changes needed.

#### Personal specification/requirements

- Comfortable talking to people from a range of backgrounds, including about sensitive issues and experiences.
- Ability to balance priorities of being warm and approachable with maintaining impartiality.
- Ability to analyse information to find out what's working well or needs improvement.
- Enjoyment and ability to work in a team.
- Computer skills, including Microsoft Word

#### Disclosure and Barring Service (DBS) Check

Section 42 paragraph (2) of the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012, states that a criminal records certificate under section 113A of the Police Act 1997(a) must be obtained for Enter and View Authorised Representatives. The DBS guidance resource provides further information.

This role involves working in a care home environment and is eligible for a Standard or Enhanced Disclosure DBS check.



## Research volunteer

You will work with staff to support the research function of Healthwatch North Yorkshire as we gather people's views and experiences of using different health and social care services. You will be asked to give one – three hours per week to the role of research volunteer though we are very flexible. We can discuss and agree your time commitment as part of the recruitment process.

One of Healthwatch's statutory duties is to involve people in the scrutiny of health and social care services. In addition to producing and reviewing our own materials, we are regularly invited to read over documents from health and social care organisations to ensure they are user friendly. We are also asked to provide feedback or comments on information produced and provided by health and social care organisations.

### Why should you be a research volunteer?

At times we need to conduct bespoke research projects to get to the heart of issues that affect people. As a research volunteer you will help us gather intelligence about health and care in North Yorkshire to help us develop insights beyond those available by feedback gathering alone. If you like conducting research, such as documentary analysis, content analysis, interviewing, reviewing interview transcripts, and more, this is a role for you.

### What will the role involve?

- Working with Healthwatch volunteers and staff team to plan and deliver research activities.
- Assisting in the production and implementation of surveys, focus groups and other research methods.
- Recording and analysing data
- Assisting in the production of research reports
- Engaging people using online platforms e.g., Zoom, Teams

### Personal specification/requirements

- Effective planning and analytical skills and ability to ask questions and listen well to engage with people.
- Able to work as a team with other volunteers and staff.
- Experience of using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g., Zoom or Microsoft Teams (training can be provided in the latter)
- Ability to write in a clear and simple style.
- Ability to understand the different ways to communication with different audiences.
- Able to use your own initiative but comfortable in asking for help when needed.
- Respectful of confidentiality



## Administration volunteer

There is never a dull moment at Healthwatch North Yorkshire. This is because we have such a wide remit in looking into health and social care services. We collect a lot of information, attend a lot of meetings and events as well as running our own event and meetings to engage with our communities. Therefore, we need to be organised and have 'back office' support.

You will be asked to give one – three hours per week to the role of administration volunteer though we are very flexible. We can discuss and agree your time commitment as part of the recruitment process.

### Why should you be an administration volunteer?

If you have a passion for supporting teams with your administration skills, then this is the right role for you.

Our administration involves entering data into our Healthwatch intelligence system, event planning, answering emails and phone calls, taking notes of meetings, and general administration tasks.

Good administration is crucial to us fulfilling our role of gathering and sharing people's experiences with health and care providers and decision makers in North Yorkshire to influence services to make them better. We need you to be the best that we can be.

### What will the role involve?

- Working with Healthwatch volunteers and staff team to undertake administrative tasks as and when needed.
- Ability to use online platforms e.g., Zoom or Teams for volunteer and staff meetings.
- Using Healthwatch North Yorkshire database to input and collate data from webforms, feedback forms, surveys.
- Assisting staff with any other data entry and administrative tasks
- Taking notes of various Healthwatch project meetings and focus groups.
- Researching and reviewing other websites and social media for emerging trends or issues with local health and social care services

### Personal specification/requirements

- Good level of spoken and written English
- Attention to detail and accuracy.
- Able to work as part of a team with other volunteers and staff.
- Experience of using Microsoft Office, including Word & Excel
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g., Zoom or Microsoft Teams (training can be provided in the latter)
- Respectful of confidentiality



## Champion/ambassador volunteer

Healthwatch North Yorkshire champions are our eyes and ears on the ground, in the community sharing what we do as well as sharing back information collected from our communities. You can be:

- **Information sharing volunteer**  
Share our surveys and requests on social media, by email and more with friends, family, local groups, work colleagues or others to encourage them to give their views. Also work with us to get articles and links in local newsletters and on social media to spread the word.
- **Local scoping volunteer**  
There are several different roles you can do as a Local Scoping Volunteer: community venues, community activities, planning community events.
- **Representation volunteer**  
Healthwatch North Yorkshire is invited to numerous meetings and events, and we need volunteers who are happy to attend some meetings and events on our behalf.



## Disclosure and Barring Service (DBS) Check

The roles maybe require a Basic Disclosure DBS Check or a Standard, your risk assessment may indicate if any will appropriate for your position.

### How to apply to our roles:

You are very welcome can either:

- Fill out our [online expression of interest form](#)  
at <https://www.healthwatchnorthyorkshire.co.uk/volunteer-us>
- Post your expression to us via freepost **HEALTHWATCHNORTHYORKSHIRE.**
- Call us on **01423 788128**
- Email [hello@hwny.co.uk](mailto:hello@hwny.co.uk)

We look forward to hearing from you!

