

## Volunteer Healthwatch Roles

Purpose of different roles: Volunteers will support the engagement work of Healthwatch Durham across the local community by channelling the views of local people and telling us what matters to people who use health and social care services.

They will be committed to improving health and social care services and be willing to support and promote the work of Healthwatch in their community.

They will also signpost local people to the Healthwatch Information and Signposting service for information on health and social care service and on how to complain about services.

### What will you be doing?

Healthwatch Durham volunteer roles are:

- **ENGAGEMENT VOLUNTEER-** to gain the views of health and social care service users at events and other organised activities
- **ADMIN ASSISTANT-**to support with office based administrative tasks
- **HEALTH WATCHER-**to be actively able to update information (i.e. Leaflets) to local service providers and relevant groups
- **MEETING REPRESENTATIVE-**to represent Healthwatch at meetings, report on activity, relevant issues or opportunities
- **ENTER AND VIEW-Fully Trained/Part Trained-**to conduct formal Enter and View visits to social care services to observe services being provided

Other specific Volunteer Roles:-Research/News Gathering/Board members

Please note as a volunteer you may wish to undertake several of the roles above or you may choose only to carry out certain roles/and or specialise in particular areas where you have specific skills or have special interest.

### Desirable skills, knowledge and personal qualities

Ideally volunteers will have:

- Have good listening and verbal communication skills
- Have enthusiasm and a positive, proactive approach

- Have basic literacy skills (for instance be able to make notes)
- Able to engage with individuals within the local community
- Able to separate your own experiences from other people's issues and to faithfully present the views of those you represent
- Be non-judgemental
- Value people as individuals, respecting difference and diversity
- Be reliable and display good time keeping
- Interested in developing new skills and willing to undergo any necessary training.

## Duration/Commitment

The number of hours you give as a Volunteer will vary and depend on your availability. The days and amount of time you give is flexible and you can discuss and agree these with the Volunteer Support worker.

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